

QSFOutlook: Draft_Action_Oriented_Emails_Without_Overwriting_Voice

Purpose: This SOP explains how to use Microsoft Copilot in Outlook Desktop to draft clear, action-oriented emails while preserving your personal voice and intent. The goal is to save time without sounding generic, overly formal, or automated.

When to Use This SOP

Use this SOP when:

You know what you want to say but need help structuring it	An email requires a clear next step or decision
You want to reduce back-and-forth communication	You want help drafting without losing authenticity

Step-by-Step: Draft with Copilot, Then Personalize

Step 1. Before drafting, decide what you want the recipient to do.	Step 2. Click Draft with Copilot in a new or existing message.
Step 3. Use prompt below in Copilot to draft a clear, concise message focused on the outcome.	Step 4. If needed, adjust wording so it sounds like you and reflects the correct context.
Step 5. Confirm the email clearly states the action, deadline, or expectation. Send Only After Review	

Example CRAFT Prompt: Draft an Action-Oriented Email

[CONTEXT] I need to send an email that moves this situation forward without creating confusion. [ROLE] Business Owner. [AUDIENCE] A colleague or partner who needs clear direction. [FORMAT] A short email with a clear request and closing. [TOPIC] The action needed, the reason it matters, and what happens next.

What to Edit After Copilot Drafts

Replace generic phrases with your natural wording	Confirm names, dates, and details are correct
Simplify sentences that feel too formal	Ensure the call to action is unmistakable

Common Mistakes to Avoid

Sending the draft without reviewing	Letting Copilot set the tone completely
Writing emails with no clear action	Overexplaining instead of being direct