

The Email I Never Sent

When the Message Was Never Sent but the Meaning Remained

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Category: Personal Life

It was almost midnight.

Jenny stared at the screen.

The email was finished.

The recipient's address was entered.

All that remained was one click.

Send.

For several days, Jenny had been thinking about the situation.

The disappointment.

The frustration.

The unanswered questions.

That evening, she finally decided to write everything down.

Now the message sat quietly on the screen.

Ready to be sent.

Yet something felt unsettled.

Jenny read the email again.

The facts were accurate.

The concerns were real.

The tone was respectful.

Still, she hesitated.

Why?

The longer she looked at the message, the less certain she became.

What was she really hoping would happen?

An apology?

An explanation?

Recognition?

The questions surprised her.

Until that moment, Jenny thought the email was about the other person.

Now she began to wonder whether the email was also about herself.

The situation had happened days earlier.

Yet the meaning of the situation remained active.

Jenny closed the email.

She did not delete it.

She simply saved it.

The next morning, she opened the message again.

The words had not changed.

The facts had not changed.

The situation had not changed.

Yet the email felt different.

The urgency had faded.

The frustration had softened.

Jenny read the message one final time.

Then she closed it.

Again.

The email was never sent.

Several weeks later, the situation was resolved through an entirely different conversation.

Yet Jenny often remembered that evening.

Not because of the message.

But because of what the message revealed.

Sometimes the most important insight is not found in the words we send.

Sometimes it is found in the words we never send.

The Turning Insight:

The email was never sent.

Yet the meaning carried within the email remained active.

The Decision Point:

What meaning is shaping the decision before any action has been taken?

TINS Framework™ Theoretical Perspectives at Work:

Social Constructivism — People respond not only to events but also to the meanings they attach to those events.

Communication Accommodation Theory — Communication begins influencing experience long before words are spoken or sent.

Transformative Mediation Theory — Greater understanding often begins when people become aware of their own experience more clearly.

Instrumentalism — Reflection influences future choices, responses, and actions.

A Deeper Look:

Not every important conversation takes place between two people.

Some of the most influential conversations occur within ourselves.

How It Works — The TINS Framework™: Revisiting the Moment

The issue was not simply whether the email should be sent.

The deeper issue involved the meaning that had accumulated around the situation before any action occurred.

What Is Happening Beneath the Surface?

The event had already happened.

The reflection continued.

The message remained unsent.

The meaning remained active.

The situation stayed the same.

The experience changed.

TINS Framework™ in Action:

Social Constructivism — Meaning emerges through interpretation and reflection.

Communication Accommodation Theory — Communication influences experience even before interaction occurs.

Transformative Mediation Theory — Self-awareness often precedes understanding with others.

Instrumentalism — Reflection shapes future decisions and behaviour.

Decision Intelligence:

“Decision intelligence must include awareness of one’s own bias, blind spots, inherited prejudice, and perspective limitations. Without this self-awareness, any form of decision intelligence remains incomplete.” — Joshua C. Lam

- The turning point began when Jenny examined not only the message, but also the meaning attached to the message.

A Further Look:

- What if the most important decision is not whether to act, but understanding why we want to act?

TINS Framework™ Strategy (Pause & Practice)

Before sending an important message, pause and ask:

“What meaning am I carrying into this communication?”

“What am I hoping this message will accomplish?”

Sometimes clarity emerges not from acting more quickly, but from understanding more carefully.

The TINS Framework™ explores how perception, interpretation, communication, reflection, and decision-making shape everyday human experience. Sometimes the most significant moments in life are not the actions we take, but the meanings we discover before taking them.