

Netiquette

Tips for Professional Emails:

- ◆ *Watch your written tone.*
- ◆ *Be concise, not too wordy.*
- ◆ *Be professional, avoid abbreviations or emoticons (those little smiley faces).*
- ◆ *Address your email after writing it, which prevents sending email to the wrong person. It's good to proofread before sending to reduce errors in general.*
- ◆ *Ask permission before you send an attachment, many people won't open attachments unless they know the sender.*
- ◆ *Use virus quarantine and spam management services.*
- ◆ *Avoid offensive language of any kind.*
- ◆ *Do not "flame," which is the expression of strong emotion or opinion in your email.*

Netiquette, or network etiquette, is the contemporary term for the proper way we communicate and interact with each other using email. Of all Internet activities email is the most popular enabling people around the world to communicate almost instantaneously. Even with the best of intentions, misunderstandings can occur in almost any type of communication. In a face-to-face or telephone conversation one is able to change tone of voice to rephrase comments and to present body language that promotes clarity. Email messages do not include the benefit of non-verbal signals, so choose your words and your writing carefully.

To learn more netiquette, the following resources can provide additional information and ideas:

www.netmanners.com

www.email.about.com

www.emailreplies.com

Be Responsive – Not Reactive

If you have strong emotion when composing or responding to an email, *pause and think before you send*. Here are some suggestions:

1. Assume the good intentions and competence of the sender.
2. Consider face-to-face or phone conversation if possible.
3. Separate opinion from the facts while reading a message, so you can respond appropriately.
4. Avoid the expression of extreme emotion or opinion in writing.
5. Think three times: before you write, after you write, and before you send your message.
6. Have another person read your response before sending.

Remember to represent yourself professionally at work, both in person and in written communication. If you have any concerns about communication, contact your EAP for assistance.

Contact Workplace Solutions today for confidential assistance.
Professional counselors are available 24/7 by calling 800-327-5071.
A variety of educational and supportive resources are available online at www.wseap.com.