



Communications Etiquette

Netiquette: Minding Your Manners Online

- Use a compelling subject line.
- Keep it short and simple.
- Never send an e-mail when you're angry.
- Don't send anything confidential.
- Read it and check your spelling before sending it.
- You do not need to use opening and closing greetings in emails to colleagues.
- Emails with lots of white space are easier to read.
- Ask before sending large files (<200 KB).
- Don't cc people on group mailings. Use the BCC function if you have to do it.
- Don't send random jokes, stories or pictures to business contacts.
- If same-day or next-day response to mails is not possible, set up an auto-responder to let people know their email has been received and will be responded to in time.



Telephone Etiquette

- Answer within three rings.
- Clearly identify yourself, the organization, department or area they have reached.
- Speak clearly and at a steady pace.
- Use a warm and friendly tone. SMILE!
- Use the caller's name.
- Listen actively to everything the caller says.
- Ask relevant questions to get more information.
- When you transfer a call, give the caller the name and extension of the party to whom the call is transferred.
- Always ask permission before putting a caller on hold, and explain why.
- If you can't help the caller right away, let them know what action you will take, and when you will contact them again.
- Don't eat, drink or smoke when you are talking on the telephone.
- Always thank the caller before hanging up.

