

Effective Business Communication



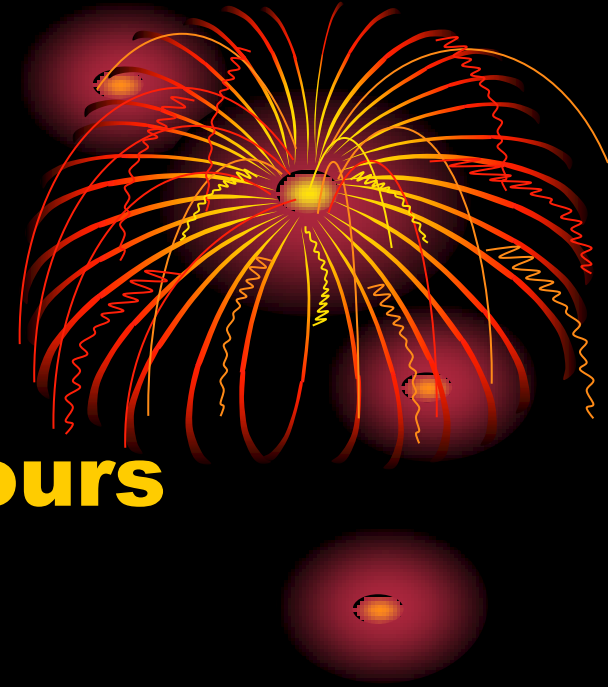
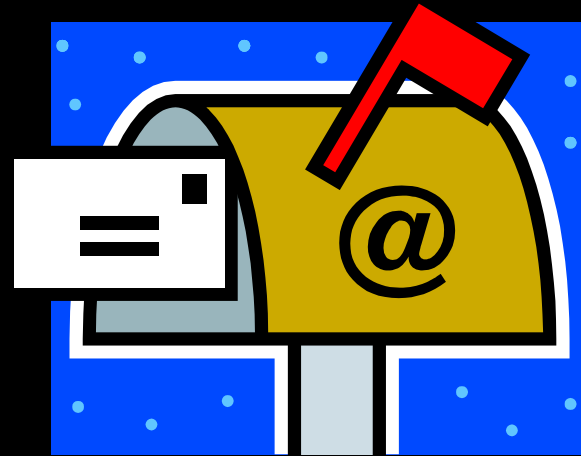
Netiquette = E-mail & Internet Etiquette

- **E-mail message - No nonverbal expression to supplement what we are “saying”.**
- **Normal communication takes into account tone of voice, gestures, and proximity**
- **Since this is absent – be very careful with email**



Email Addresses

**What impression does yours
leave???**



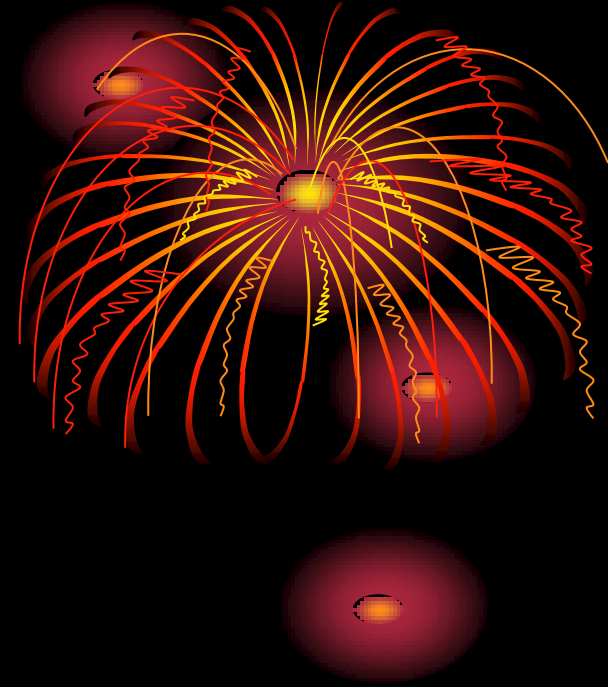
Email Contacts

- **Organize contacts by first and last name**
- **Makes you much more efficient and professional**



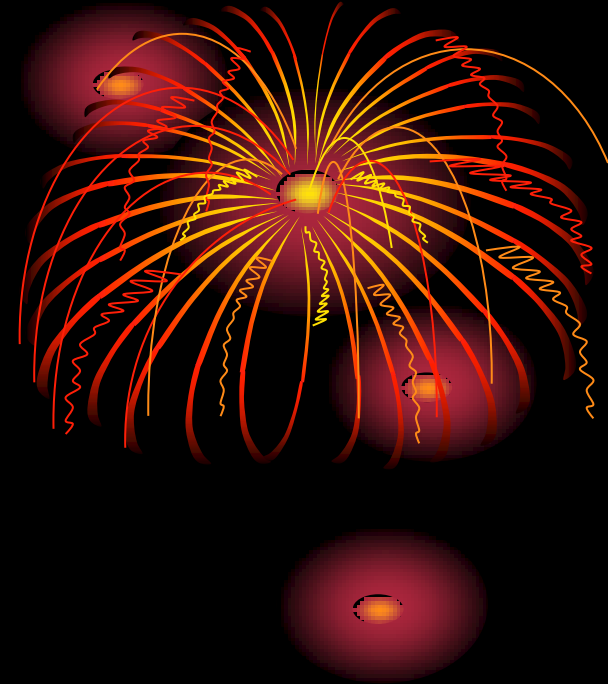
Email Length?

- **Brief and to the point**
- **Preferably one page**
- **Readers should not have to scroll**



Content

- **Never use ALL CAPS**
- **Watch for typos**
- **Use normal capitalization and punctuation**
- **Use correct grammar & spelling**
- **Avoid long sentences**



Replying

- **Return emails in the same day that you would return a phone call**



Salutation

- **Write a salutation or greetings for each new subject email**



Subject Lines

- **Always use a subject line**
- **Make the subject line meaningful**
- **Example: “April 22 production team meeting agenda” instead of “meeting”**



Signature

- **Always use a signature or name at the end**
- **Includes alternate means of contacting you**



Wording?

- **Use active words instead of passive**



Privacy?



- **Emails = public documents**
- **Only include those statements in email that you can openly defend**



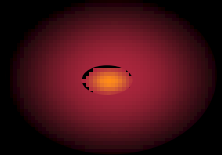
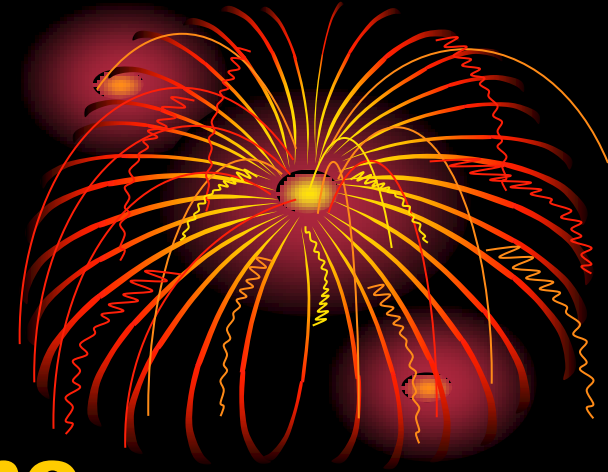
Attachments

- **Attachments: Title needs to make sense**
- **Large attachments??**

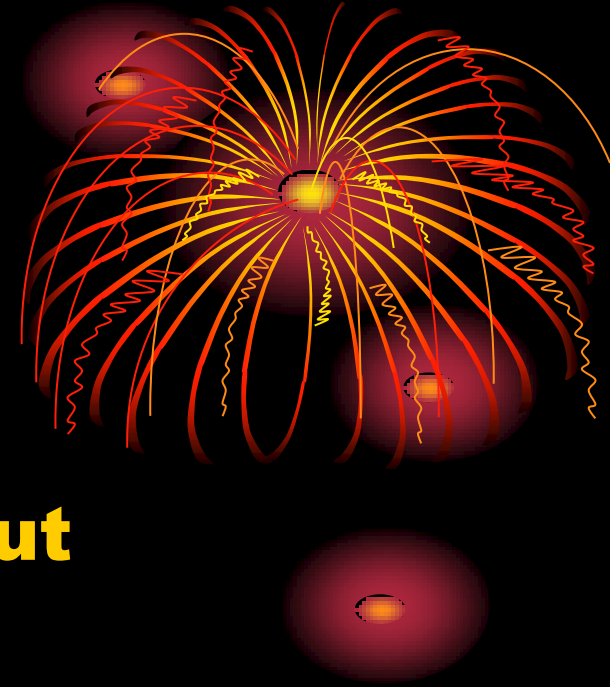


Flaming?

- **Never “flame” someone.**
- **Flaming = virtual term for venting emotion online or sending inflammatory emails.**



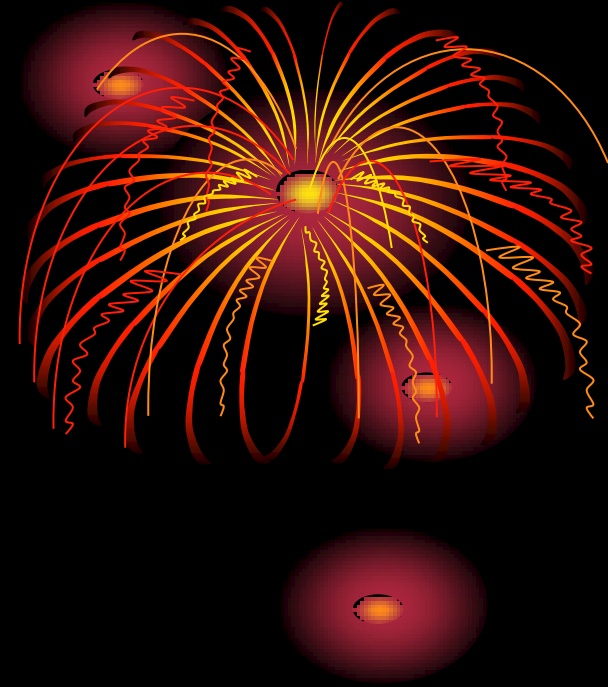
Sensitive Issues?



- **Never send an email about sensitive subjects.**
- **Examples:**
 - **Disciplinary action**
 - **Conflicts about grades or personal information**
 - **Concerns about fellow classmates/co-workers**
 - **complaints**

Reply All??

- **Be very careful**



Forwards??

- **Do not over use the forward button**



Telephone Communication



Impressions?

- **How you conduct yourself on the telephone = face-to-face interactions**



Answering the phone?

HELLO



Guessing Game?



- **Identify yourself, office or organization in as few words as possible**

Tone

- **Cheerful and considerate attitude toward each telephone caller.**
- **Smile when you answer or talk on the phone**
- *****It will show on the other end.**



Identification?

- **Give your name when the telephone is answered, before asking for the person you are requesting**



Mumbo Jumbo!!

- **Enunciate your words very carefully**



Considerate

- **Keep business conversations to the point**



Holding???

- **Do not keep someone on hold more than 30 seconds.**



Leaving a message!

- **Always leave your phone number if you ask someone to call you back**
- **Even if you think they have it**



Listening Well!!

- **Listening is essential whether in person or on the phone**



Message Systems

- **Make sure your voice mail or answering machine work properly**



Call Me Back!!!

- **Always return your calls on the same day**



Timing?

- **Think about the time when making a phone call.**
- **Not acceptable to call someone before 7-8 a.m. and after 8:30-9 p.m..**
- **Avoid meal times**



Opps!

- **Never hang-up when you realize you have a wrong number**
- **Apologize and then hang up**



Ring Time?

- **When calling someone, let the telephone ring a reasonable length of time**



Call Times?

- **Calling a business at or very near closing time = inconsiderate**



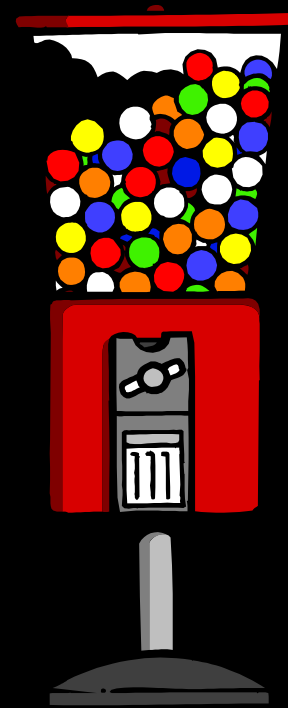
Message Taking



- **When taking a message**
 - **Indicate the time & date of the call**
 - **Caller**
 - **Information**
 - **Phone number**
 - **Person taking the message**
 - **Ask for correct spelling if necessary**

Never – ever!

- **Never – eat, drink or chew gum on the phone**



Please leave a message!



- **Leave a message when appropriate – especially with caller-ID, people will see you called so they should not have to wonder what you needed.**

Cell Phone Etiquette



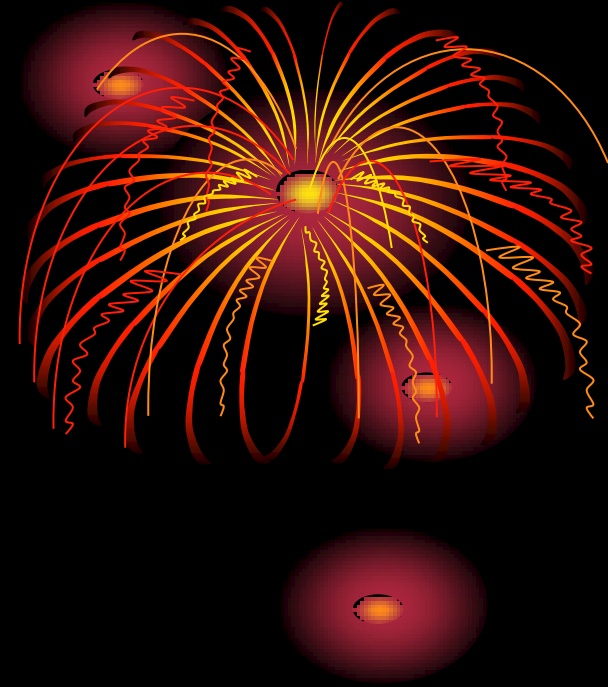
Can you hear me now?

- **Maintain at least a 10 foot zone from anyone while talking.**



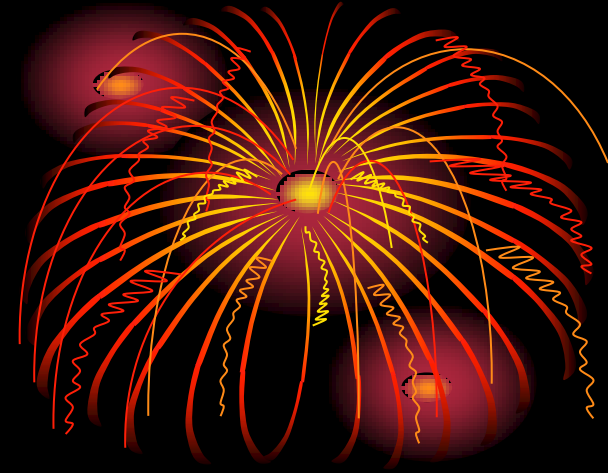
Never talk here

- **Elevators**
- **Libraries**
- **Museums**
- **Restaurants**
- **Cemeteries**
- **Theaters**
- **Dentist or doctor waiting rooms**
- **Places of worship**
- **Auditoriums**
- **Other enclosed public spaces (hospital emergency rooms or buses)**



Emotions

- **Don't have emotional conversations in public – ever.**



Language – yes I can hear you too!



- **Watch your language & tone of voice**
- **Others are watching and getting impressions of you**

Ring Tones!!

- **Don't use loud and annoying ring tones**



Multi-tasking??



- **Never “multi-task” by making calls while shopping, banking, waiting in line or conducting other personal business.**

Personal vs. Business



- **Never take a personal call during a business meeting.**

Text messaging



- **Do not send text messages to someone else unless you have their permission to do so as they may incur a charge.**

Totally Inappropriate

- **Never utilize a cell phone in something like a State FFA Convention session**
- **This would also include text messaging**



If you have too

- **If you must answer a cell phone in a public setting, answer and tell the person to hold a minute while you remove yourself from the room.**



Manner Mode

- **Always keep your phone on manner mode when in a public event such as a convention or meeting.**



Driving – not a good idea!

- **Do not utilize a cell phone while driving or operating other equipment.**



Growing an extra ear!

- **Do not grow too attached to your cell phone**

