

Electronic Etiquette

Telephones/Cell Phones

1. When leaving a message, speak slowly and give your phone number twice.
2. Try to answer your phone messages within 24 hours.
3. Keep your personal taped message brief and professional, and if you answer a cell phone at work, select a ringtone that is appropriate for your work environment.
4. Be mindful of others when you are in public places. If you must speak on your cell phone, move to an isolated area so you don't disturb others.
5. Turn your cell phone off when you are at work, in class, or engaged with others. Your priority should be the people you are with, not the person calling you on the cell phone.
6. Don't keep people on hold for long periods of time.
7. Don't eat while talking on the phone.

Email

1. Be aware of and respect people's time. Keep messages brief, clear and simple.
2. Minimize email specific language (such as "BTW," ":="), etc.)
3. Use proper English, spelling and grammar.
4. If you use your personal email address for professional purposes, make sure it's professional sounding. aintihot@aol.com is *not* a good example!
5. Include a brief greeting that is appropriate for the status of the recipient ("Dear Mr. Polanco") – as well as a closing ("Thanks again," "Have a great day").
5. Always include something on the subject line to make it easy for recipients to know the nature of the email message.
6. Be careful and make sure that you are not replying to an entire listserve group rather than the person(s) with whom you wanted to communicate. (Beware "Reply All.")
7. IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE SHOUTING.
8. Read the email in full before you send it – you can't take it back.
9. Don't send chain letters, jokes and other personal emails: your employer might monitor this!
10. Do not use email to convey confidential information: deliver such messages in person.

