

Progressions Inc.

Sales Training & Consulting



Netiquette – The Do's and Don'ts of Techno – Etiquette

News Flash ... 90% of U.S. adults report frustration over other people's lack of etiquette when using mobile devices; such as laptops, netbooks and smart phones (source Mobile Etiquette Survey, Parent Interactive and Intel Corporation.) There is a right and wrong way to use your technical devices.

Are you an **e-mail addict**? This is a person that relies on a constant stream of e-mails, instant messages or texts to communicate, thinking it will save time. Sadly though, it is inefficient and disruptive. Often an in-person discussion or phone call can resolve an issue much quicker and more efficiently.

Or perhaps you are a **broadcaster**. This is a person who uses their cell phone anytime and anywhere including open office halls, public restaurants and restrooms to discuss absolutely anything. When using your cell phones in common areas keep private conversations exactly that. Shorten the length and lessen the volume.

Or perhaps you are what's known as a **distracter**. This is a person that has perfectly good intentions by setting his phone on vibrate but leaving it on the desktop so it acts as if it is a Mexican Jumping Bean in the middle of a meeting. A much better solution would be to put the phone on silent and keep it in one's pocket.

The Do's and Don'ts of E-mail Etiquette: Every e-mail regardless of who the receiver is, its length and overall message is a reflection of YOU. Check both grammar and punctuation. Do remember to be human. A typed word can be dangerous as they are often misinterpreted. Remember the Golden Rule treating others as you would want to be treated yourself and take special care in how you phrase and structure e-mail communication. Most e-mails should be kept as brief as possible. If the message becomes lengthier send an attachment. The purpose of e-mail is efficiency rather than length. E-mail is not text. Leave the abbreviations for our teenagers. Remember 76% percent of American businesses monitor their worker's activities. Therefore any activity or use is open for other eyes to see. Do not expect privacy.

And now the don'ts:

- Never check e-mail in a social setting. It's just plain rude. You are sending a message to your company that they are not as important as what you have on your PDA.
- Never send a group thank you note. A heart felt message needs to be delivered in handwritten form.
- Do not forward political or religious rants. Simply put it's dangerous and rude.
- Chain letters and jokes have no place in the business world. They are risky and inappropriate.
- Typing in capital letters suggests that you are shouting. Do not do so.
- Smiley face messages are not appropriate for business.



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- Enjoy this valuable resource. Remember to be a professional in all aspects of business.



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