

Online/Office Etiquette



Why cover this?



- **ALL OF YOU ARE ABOUT TO EITHER HEAD TO A POSTSECONDARY INSTITUTION (COLLEGE, VOCATIONAL SCHOOL), ENTER AN APPRENTICESHIP PROGRAM, OR ENTER THE WORKFORCE.**

HOW YOU COMMUNICATE WITH YOUR COWORKERS, BOSS, TEACHER, OR PROFESSOR MATTERS!

- What is **etiquette**?
 - The set of rules which indicate the “correct” way to behave in a certain time and place.
- Email etiquette is especially important in the work place.



Basic Email & Etiquette Rules

Rule #1: Always include a subject and use the recipient's name in the greeting.



- **This assures the reader that the email is secure and legitimate.**
- **Why is a subject important?**
 - It informs recipient what the email is about.

Rule #1: Always include a subject and use the recipient's name in the greeting.



- **BEGIN THE EMAIL CORRECTLY**
 - “Good morning”, “Good afternoon”, etc. are acceptable in almost any situation.
 - “Hey,” is only acceptable when addressing a friend or peer.
- **USE THE PERSON’S CORRECT TITLE**
 - If they have a doctorate degree, then acknowledge that by calling them “Dr. _____”.

Rule #2: Do not write in ALL CAPITALS.



WRITING IN ALL CAPITALS CAN CONVEY THAT YOU ARE SHOUTING IN YOUR MESSAGE, AND NOBODY LIKES YELLING. CONSIDER OTHER WAYS TO GET YOUR MESSAGE ACROSS WHILE CONVEYING ITS IMPORTANCE. USING ALL CAPITALS CAN BE ANNOYING AND TRIGGER AN UNINTENDED RESPONSE.



Rule #3: Do not use email to discuss confidential information.



Do not send:

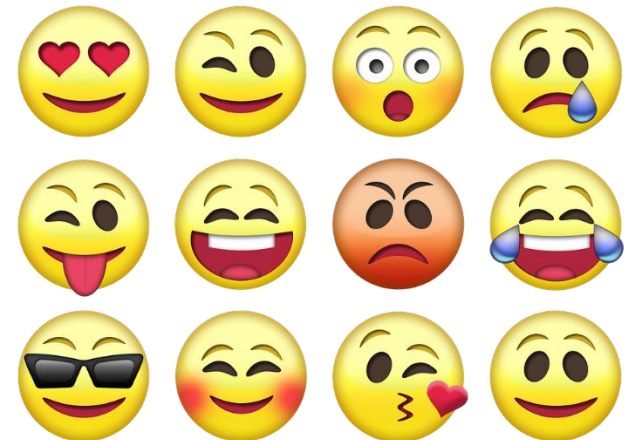
- Medical Information
- Social Security Numbers
- Bank or Credit Card Numbers

If someone gained access to your email and you had this information on a sent email, then they could easily steal your identity.



Rule #4: Take care with abbreviations and emoticons 😊

- **Save abbreviations like LOL (laugh out loud) or IDK (I don't know) for text messages among friends.**
- **Some may not understand your abbreviations**
- **Not professional**



Rule #5: THINK before you send.



If you answer yes to all of these questions:

- Is this relevant to the work I am doing?
- Will I benefit academically or professionally from this information?

Okay to send!

But if you answer YES to any of these...



- **Could this information hurt/embarrass/offend someone?**
 - Email should not be used for confrontation/yelling/reprimanding
- **Could this email be misinterpreted in a bad way?**
- **Is this information important to share in the workplace or school environment?**
- **Could this email get me into trouble?**

Part of Rule #5: Do NOT send!

What is the purpose of email in the school or workplace?



- Quick communication
- Share PROFESSIONAL information
- Keep records of communication

Emails to teachers, administrators, or work supervisors are NOT for:

- sharing funny email forwards that your friends send you
- sharing political or religious views
- harassing coworkers
- inappropriate conversations

Rule #6: Use correct grammar



This may sound obvious, but you would be surprised how many emails are received from young adults and adults that include incorrect grammar.

These mistakes could eliminate you from getting a job offer or they could impact what role you could take in your class or career.

Always make sure to proofread prior to sending.

Rule #7: Do not Forward unnecessary/unrelated Emails.



By cattu https://pixabay.com/get/e033b50a2af51c22d2524518b7444795ea76e5d004b0144291f3c57ea5ecb3_960.jpg
Free for Commercial Use / No Attribution Required (<https://creativecommons.org/publicdomain/zero/1.0>)
Photo Attribution by PhotosForClass.com

Rules for Forwarding



1. If you cannot take the time to write a personal comment at the top of your forwarded email to the person you are sending to – then you shouldn't forward it at all.
2. Think carefully about whether what you are forwarding will be of value, appreciated, or humorous to the person on the other side.
3. If an email tells you to “Forward to everyone you know/love/all of your family” do NOT forward.


Forwarding



- Is it a good idea to forward emails that promise money or goods?
- Should you forward emails to as many contacts as possible?

Example 1: Would this email be relevant to someone?

















To 

[Add Cc](#) [Add Bcc](#) [Request return receipt](#)

Subject

[Attach a file](#) [Insert: Invitation](#)

B *I* U **T**            [Check Spelling](#)

   [« Plain Text](#)

ATTENTION.

DO YOU WANT TO WORK FROM HOME??? You could earn \$10,000 a week with this opportunity!

Check out our [site!](#)

Example 2: Would this email be relevant to someone?






Job opening



Inbox x



 Frank Jacobs <hr.mnliteracy@gmail.com> 10:39 AM (0 minutes ago) ☆  

to me 

Hello Staff members,

We have a new recent opening on site for a volunteer management specialist. Attached is the job description, go ahead and pass it on to your networks:

If you're interested in making a difference by working on literacy-related causes in your community, consider applying for a Minnesota Literacy Council VISTA position!

What are the requirements?

VISTA members must be at least 18 years of age and a U.S. citizen or legal permanent resident. Some college experience is preferred, and you should have a desire to fight poverty with passion! VISTAs commit to a full year of service (August-August), typically serve 40 hours per week, and are not allowed to hold other jobs or attend school full time while serving.

REMEMBER: When you send an email to someone, every recipient gets a copy that lasts forever.