

The “E” Stands for Electronic...

Email is now the most popular form of workplace communication. While we tend to equate the “e” in email with efficient instead of electronic, the reality is that often it is neither efficient nor effective. Email communications leave room for misinterpretation and misunderstandings that can cause conflict, damage working relationships, waste time and lower productivity, all reducing efficiencies. Use these basic guidelines to increase your email effectiveness.

Maintain professionalism – Email communication in the business world needs to be just as professional and courteous as any other form of business communication. Avoid using “texting” short cuts and casual familiarity.

Read it before you send it – Once you hit “Send”, you can’t get it back. Good communication takes effort, so proofread your message for content, clarity, spelling and grammar. Read it as though you are the receiver to avoid misunderstandings and help ensure that your message is understood correctly.

Make sure it’s the right method – Consider appropriateness along with efficiency. Face-to-face is still the most appropriate way to have difficult discussions and deliver personal, sensitive, or complicated messages. Never use email to say something you wouldn’t say in person; not only is your message likely to be misunderstood, there will be a written record of it. A good efficiency rule of thumb is if it’s taking you longer to draft a clear, well thought-out email message than it would to talk with the person, pick up the phone or meet in person.

Understand email basics – Be aware that **WRITING IN CAPITALS IS INTERPRETED AS SHOUTING BY MANY**. Underlining and **bolding** can also be seen as aggressive. Symbols and punctuation marks have acquired new meanings and uses in emails, so know the “language”.

When you decide to let your fingers do the talking, make sure they send the right message.

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Words to Live By...

“Credit to the fullest the good qualities to be found in others, even though they may far outshine your own.”

- William M. Peck



A BRIGHT IDEA

A Matter of Perspective...

Picture yourself enjoying a brilliant summer sunset. The sun drops low in the west, then disappears over the horizon, and you say, “There goes the sun.” But the sun is not gone, and somewhere in the east is someone saying, “Here comes the sun.” Welcome diverse perspectives.

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