

Manners In Today's Workplace

Good manners are one of the cornerstones of society.

When we practice good manners, it means that we put the comfort of those around us first. We try to behave in a way that makes others feel at ease and valued. By doing so, we help others be open to our thoughts.

The business world is an opportunity to show consideration and good manners to others. Create a ripple effect! Your good manners will make others more courteous.

A very good starting place is e-mail.

Good E-mail

E-mail is fast, efficient, captures your message in writing, doesn't intrude on your time, and connects you with people worldwide. But use it wisely and courteously!

An e-mail is a business letter.

- Greetings! Don't just launch into your message.
- Use paragraphs to make your message clear.
- Grammar, spelling and punctuation are just as important in e-mail as in a paper letter.
- Sign it, please, with contact information. Use an automatic signature to make it easy.
- Consider the purpose of communication and the need of the audience. E-mail may not be best!

Basic e-mail dos and don'ts

- Subject line. *Make it clear what you want.*
- Reply to all. *Use it carefully! Do you really want everyone to see your reply?*
- Blind copies. *A great tool for sending to large lists. No one wants their address shared with the world.*
- Elevating copies. *Does the VP really need to be copied?*
- Attachments. *Don't forward unless it's necessary, keep them small.*
- Confidential information. *Not for e-mail!*
- Out of office messages. *Let people know when you will respond.*

No shouting, no smileys!

Business e-mail is very different than personal e-mail.

Watch the CAP LOCK. It's not only annoying to read all caps, it can offend.

Save :-) LOL for home e-mail.

"Hey there, bubba!!!"—use business words, not casual words.

E-mail is forever.

How will they react?

Don't send an e-mail unless you are sure of how it will be received.

Wait an hour, reread it, and then decide if you should send it or edit it.