Business Etiquette and Professionalism Lesson 4 - Electronic Etiquette







Cell phones

- Avoid using in public
- 100% focus to the person in front of you
- · Phones are not a part of a place setting
- Avoid reading "under the table"
- · Appropriate ringtones
- · Avoid bling and decked out covers
- Music: Iow volume
- · Never take calls in a restroom







Text

- Avoid personal texting during work hours
- · Never text in meetings or in front of others
- Know when it is appropriate to text coworkers
- Use common and professional language
- Be aware of your tone
- Avoid jargon, abbreviations, and emoticons
- · Never use to send bad news
- Never use to cancel or change schedule, venue, etc.
- · Always double check before hitting send





Questions and Answers

Review Questions:

- 1. Who should you consider when practicing good voice mail etiquette to set up your outgoing message?
 - A. The company
 - B. The caller
 - C. Yourself
 - D. Your boss
- 2. How can you practice good etiquette when using mobile devices?
 - A. Focus on the person in front of you
 - B. Reading "under the table" at meetings
 - C. Answer calls when in public
 - D. Ensure the phone is beside you on the table
- 3. True or False: Writing in all capital letters in email is poor etiquette.
 - A. True
 - B. False
- 4. What is not a good way to use instant messaging?
 - A. Always ask "Are you available?"
 - B. Respect your coworker's time
 - C. Use complete, grammatically correct sentences
 - D. Use it as a chat tool for multiple conversation topics
- 5. True or False: Texts should be used to communicate a change in schedule especially if the person is on their way to the scheduled event.
 - A. True
 - B. False

Answer Key:

1. B

When setting up your voicemail, you should think of the caller's convenience and ensure that your outgoing message is concise, business-like, professional, and clear.

2. A

Always focus 100% on the person in front of you rather than your mobile device.

3. A

True. Writing in all capital letters in an email is the equivalent of yelling at someone and is poor email etiquette.

4. D

When using instant messaging at work, you should always ask your coworker if he or she has time, respect their time, use complete sentences that are grammatically correct, and stick to one topic.

5. B

False. You should never use texts as communication to a change in schedule; instead, this should be communicated via phone call. If the person is in transit to an event, texts can be dangerous or they may not be received.