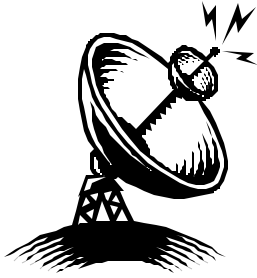


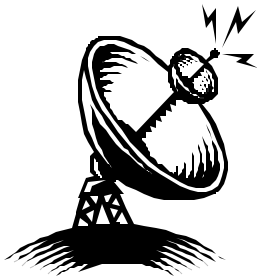
eCommunication Tips

E-Mail



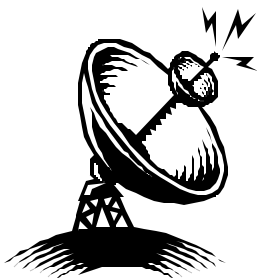
- When using emails and Blackberry Pagers, use these codes for the subject line:
 - **FYI** – For Your Information
 - **ACT** – Action Item (put the due date)
 - **HOT** – Urgent
 - **NRR** – No Response Required
- At the beginning of the message, state the reason for the message and what action, if any, you want the recipient to take. **BE CONSIDERATE!**
- Don't use cc just to CYA
- Don't use email when talking is more appropriate
- Don't use email for emotional messages or those with strong opinions
- Don't say anything through email that you wouldn't say in person
- Use email for non-confidential messages only. Assume it'll get forwarded
- If you start a conversation with email, and you find yourself going back and forth, pick up the phone to complete the dialogue
- Rather than continuously reply to email, respond given intervals. For example at the beginning of the day, just before lunch, and at the end of the day
- Measure the amount of time you spend emailing each day ... you might be an electronic addict!

Voice-Mail



- Remember, VM is only a one-way conversation
- Ask yourself, “*Is my message complete, or will it result in a game of voice mail tag?*”
- Be sure to leave a contact number (speak the number slowly!), as well as the best time to reach you
- After stating who you are, start the VM by saying, “The purpose of this call is to...”
- Don't leave long VM messages with cell phones. Too often the message gets distorted, interrupted by background noise, or gets cut off

Conference Calls



- Approach the call as you would a F2F meeting
- Don't be the facilitator and the primary speaker, it's too difficult to do
- Most meetings are attended by three groups of people: *Vacationers*, *Prisoners*, *Seekers*. *Vacationers* are in it for the donuts. *Prisoners* are there only because their boss made them be there. *Seekers* are there because they've got a vested interest in the meeting outcome. The point? Know your audience!
- Use the following criteria when identifying who should attend the meeting. They should: have a vested interest in the outcome, be able to provide input or make decisions, be knowledgeable about the issue, have a history of being a productive meeting contributor