

TOP 10 DIGITAL ETIQUETTE BEST PRACTICES

Litzinger Career Consulting

1. **Refrain from texting during a meeting or dinner** – This is still a best practices guideline, although it may vary by organizational culture and whether you are texting related to the situation. It is best to be cautious and respectful. The person in front of you is most important.



2. **Test texting waters** – If someone has texted you first, it's fine. If not, weigh how much the person responds to your first text. Also be sure to say who you are in a first text, since you can't be sure you are in that person's address book.



3. **Text primarily when response time is important** – An email may not be quick enough and a phone call may be intrusive. If it can wait, it may be safer to use email. If there is a meeting or venue change, call first and text as a supplement if the person is not reached.



4. **Safer to avoid abbreviations** – Although this is becoming more common in the business world, this shortcut can still come off as unprofessional. This is still business communication.



5. **Proofread** – Mistakes can make you look unprofessional whether texting or email. Especially watch out for autocorrect and voice to text features.



6. **Include a clear, direct subject line** – People often decide whether to open an email based on a subject line. Having no subject line can appear as spam. Changing or adding to a subject line when the topic has changed can aid all in locating emails later.



7. **Keep emails short** – A recent survey by Mail Time showed that 76% of people won't read an email longer than three paragraphs. Use of bullets can help an information heavy email.



8. **Refrain from Reply All** – Only include individuals that need to be included. Someone may have been included in the email to you by the sender for information purposes, but it may be more appropriate just to reply to the sender.



9. **Participate and give back on social media** – Focus more on giving rather than asking. Be a good citizen and participate in group discussions.



10. **Use a personal, customized message to invite people to** – This is especially important if you don't know them very well and/or want to nurture the relationship.

