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## Electronic Communication

Electronic communication has become the most efficient and expedient means for communicating inside of companies. While there are a variety of electronic media available for intracompany communication—e-mail, texting, instant messaging, and intranet, to name a few—e-mail remains one of the most popular channels. E-mail is an efficient means for sending messages, sharing files, facilitating discussions, and collecting opinions. Remember that while electronic communication, particularly email, is functional and fast, it is easy to forward to other people who are not the intended audience.

### Electronic Communication Basics:

1. Know your company's policy for using electronic communication.
2. Maintain a high level of professionalism in your tone and style.
3. Do not attach religious, political, or philosophical messages to your signature.
4. Do not forward jokes, spam, or gossip.
5. Do not use racist, sexist, or any other exclusionary language.
6. Do not flame (send messages that are abusive, obscene, or derogatory).
7. Do not use an e-mail account that has an unprofessional name. For example, hotmamma@imaginary.com or Imurman@imaginary.com are not appropriate e-mail addresses.
8. Do not use e-mail abbreviations (LOL, BTW, etc.).
9. Do not use emoticons.
10. Do not send a message with all capital letters—it indicates shouting.
11. Do not send a message with all lower case letters—it indicates sloppiness.
12. Do not start a sentence with a lower case letter.
13. Do follow the rules of business writing.
14. Write, revise, and edit.
15. Use correct grammar, punctuation, and usage.
16. Always end your messages using a closing block.
17. Do not forward an electronic communication without getting permission from the generator of the e-mail.
18. Courtesy copy (CC) allows you to send multiple copies to multiple recipients. If you are responding to an e-mail and have used the cc to include a third party into the conversation, you should tell the person who generated the first contact e-mail that you have cc'd someone and why.
19. The blind-copy (BCC) feature allows you to send an e-mail to multiple recipients without the bcc recipients' names or addresses appearing. You should not use the bcc without first consulting your company's policy. Ethically, you should let your primary recipient know that you are adding people to receive the message.