



Writing and Managing Instant and Text Messaging

Instant messaging (IM) and text messages are similar in that they are instant and meant for very short conversations. They both function as a mode of communication that does not require a full e-mail but is easier than phoning.

1. Benefits of IM:

- A. Real-time communication
- B. Can be used to share files
- C. Can be used anywhere your cellphone has service

2. IM fundamentals:

- A. Keep your messages simple
- B. Cover only one subject per text to avoid confusion
- C. Only use abbreviations that your company has approved
- D. Do not send inappropriate information
- E. Avoid participating in multiple IM activities at the same time

3. Practical Tips:

- A. Organize your contact lists to separate your workplace contacts from your friends or family contacts
- B. Save significant IM exchanges for your references
- C. Remember, your recipient can save your IM responses
- D. Your employer may archive IM responses that are used through its intranet

Note: Follow the same professional guidelines for IM and text messaging that you follow for all other forms of business communication.