

This month's topic is on "Email & Telephone Etiquette"



*Etiquette* refers to guidelines which control the way a responsible individual should behave in the society. *Etiquette* makes you a cultured individual.

### Importance of Email and Telephone Etiquette

When you get employed, it is vital that you learn how to professionally conduct yourself in the workplace, and this includes learning correct telephone and email manners. Acquiring such skills is vital if you are to successfully progress within your role. Any unethical behavior leads to one's downfall.





### Tips on Email Etiquette:

- **Use an email address that's professional:** As a college student, you are representing your current self to not only new acquaintances but also professors, faculty and possibly future employers through your address.
- **Acknowledge:** It is always important to use the subject bar, as you let your professors or the person receiving the mail know what your email is about.
- **Remember to Greet:** Any salutations please show politeness, just as it would be in person. To maintain professionalism, do not use words like "Hey" or "Hiya" and instead go with "Hello," "Greetings," and "Good morning / afternoon / evening."
- **Keep in mind whom you're Mailing to.** This is something essential to remember that you are emailing a professor, or someone who has years of professional experience in his or her field. You should not address them as if they are on the same level as you are or text them like you would with your pals.
- **Sign Off with a Thank You.** It is a common courtesy to thank someone for his or her time taken to respond and help. End your email with a "thank you" or "regards" and your full name.



Phone  
Etiquette!



## Telephonic Etiquette

- **Greeting:** Just like a face to face conversation, the other person in the telephonic conversation expects you to open the conversation with a nice greeting. Eg: Hello, how are you? / Good Morning etc. (A 😊 on the face)
- **Take permission and be polite:** A polite word or two always helps in bringing warmth into the conversation. While it is very important to take permission to speak to the person you have intended to call, one should always remember to use a polite tone.
- **Find a suitable Place:** Communicating over the telephone is much more effective when both parties can hear each other clearly without a background noise. Blaring noises, such as the television or road traffic can interfere with both your listening and communication skills, making it difficult for a conversation.
- **Avoid Disconnecting Calls:** Do not disconnect your call while on a conversation. If the call disconnects, please leave a message or ensure to inform the right reason before you end the call.
- **Making the Connection:** When the phone rings, pick it up right away. Letting it ring several times can frustrate your caller and may make for a bad impression. You want the callers to feel you care about their call and are available to speak with them.



THE 5 RULES TO  
**E-MAIL ETIQUETTE**

-  **Keep it short**  
Easy to read, short and clear. Shrink sentences and list items. Save everyone's time by linking to the resources instead of leaving everyone to find them individually.
-  **Reply to all**  
Always Reply to all by default. The most common mistake amongst teams is lack of communication. Check that everyone relevant is included. Carbon Copy those who don't need to take action.
-  **Descriptive subject**  
The subject of an email describes its content and attachments in a short sentence.
-  **Searchable emails**  
How will you be able to find this email after a month? Think about which keywords you would search and include them.
-  **Keep it organized**  
If there is already a related email, reply to it. If it has a different subject create a new one.

## Essentials of Telephone Etiquette

- **Use basic good manners**
  - Be courteous
  - Be helpful
- **Treat callers with respect**
  - Recognize the caller
  - Be an active listener



*"Ethics is knowing the difference between what you have a right to do and what is right to do". - Potter Stewart*

### **Resources:**

1. [Effective communication over the Phone](#)
2. [Tips on Email Etiquette](#)
3. [Ted Talk on Digital Age Etiquette](#)
4. [Ted Talks on Effective Communication](#)

Connect with Us:

Foundation For Excellence India Trust

#840, MHT House, 1st Floor, 5th Main, Indiranagar 1st Stage.

Bengaluru – 560038

Email: [studentrelations@ffe.org](mailto:studentrelations@ffe.org) Phone: +91 80 25201925