**Unit 6 Work-place Essentials**

6.1.Email Etiquette

Here are some of the dos and don’ts of email etiquette.

1. Only discuss public matters.
2. Do have a clear subject line-Most of us have to compete with the hundreds of emails clogging our inbox every day, so the clearer your subject line, the more likely your message will be read. For example, if you’re sending a proposal to someone, be specific and write, “The Fitch Proposal Is Attached.”
3. Briefly introduce yourself. Do not assume the person receiving your e-mail knows who you are, or remembers meeting you. If you are uncertain whether the recipient recognizes your e-mail address or name, include a simple reminder of who you are in relation to the person you are reaching out to
4. Do use a professional salutation. Like Dear Sir,Madam
5. Don't use humor.
6. Don't "e-mail angry
7. Use exclamation points sparingly. The maximum number of exclamation points in a business e-mail is one
8. Be careful with confidential information. Refrain from discussing confidential information in e-mails such as someone's tax information or the particulars of a highly-sensitive business deal.
9. Respond in a timely fashion. Unless you work in some type of emergency capacity, it's not necessary to be available the instant an e-mail arrives. Depending on the nature of the e-mail and the sender, responding within 24 to 48 hours is acceptable
10. Refrain from sending one-liners. "Thanks," and "Oh, OK" do not advance the conversation in any way. Feel free to put "No Reply Necessary" at the top of the e-mail when you don't anticipate a response.
11. Do proofread your message-Check your spelling, grammar and message before hitting “send.”
12. Avoid using shortcuts to real words, emoticons, jargon, or slang.
13. Keep it clean. Nothing annoys recipients more than when people reply and leave the messages messy
14. Don't get mistaken for Spam. Avoid subject lines that are in all caps, all lower case, and those that include URLs and exclamation points - which tend to look like Spam to the recipient.
15. Provide a warning when sending large attachments
16. No more than two attachments, and provide a logical name. Unless it's been specifically requested, refrain from sending a message with more than two attachments.
17. Send or copy others only on a need to know basis. Before you click Reply All or put names on the Cc or Bcc lines, ask yourself if all the recipients need the information in your message.
18. Beware of the "reply all." Do not hit "reply all" unless every member on the e-mail chain needs to know
19. Evaluate the importance of your e-mail.
20. Maintain privacy. If you're sending a message to a group of people and you need to protect the privacy of your list, you should always use "Bcc."
21. Keep it short and get to the point.
22. Always include a signature.
23. Know your audience.
24. Only use an auto-responder when necessary. An automatic response that says, "Thank you for your e-mail message. I will respond to you as soon as I can" is useless.
25. Your e-mail is a reflection of you

How to develop a POSITIVE team effectively.

1. Get to Know Your Team-Observe your team during the working process and at breaks. Watch the way they communicate and solve problems. This gives you a better understanding of their current interactions and how they work together. Have individual interviews with team members. Let them share their concerns and feelings about the project and team they work in. Encourage open discussion.
2. Resolve problems quickly-No team exists without conflicts of opinions and interests. Therefore, in case you start observing conflicts in your team you need to address them quickly. For this, get your team members to talk. It can be a private conversation or a group talk depending on the situation – every team and person is different in this respect.
3. Develop collaboration
4. Build communication

UPSKILLS

1. Find opportunities for improvement
2. Go for certificates/certifications to learn more. If you are in data/cyber security you have to be working on coding platforms also.
3. Sharing your ideas at meetings or individually with colleagues and supervisors

be decisive and choose the best way to proceed.

4 Start working on the research paper

5 Start participating in workshops, webinars, seminars, hackathon etc,

Grooming:

For Men

* Light Shirts
* Dark Trousers/ Pants
* Matching Ties
* Formal Belts
* Blazer (If required)
* Clean trimmed Nails
* Polished Shoes
* Hair – Properly cut and combed
* Professional Bag/executive folder

For women:

* Salwar Kameez, Saari or Formal Shirts and trousers or skirts
* Heel footwear
* Tied Hair
* Professional Bag/executive folder