Professional Electronic Messaging

Week 4, Unit 4
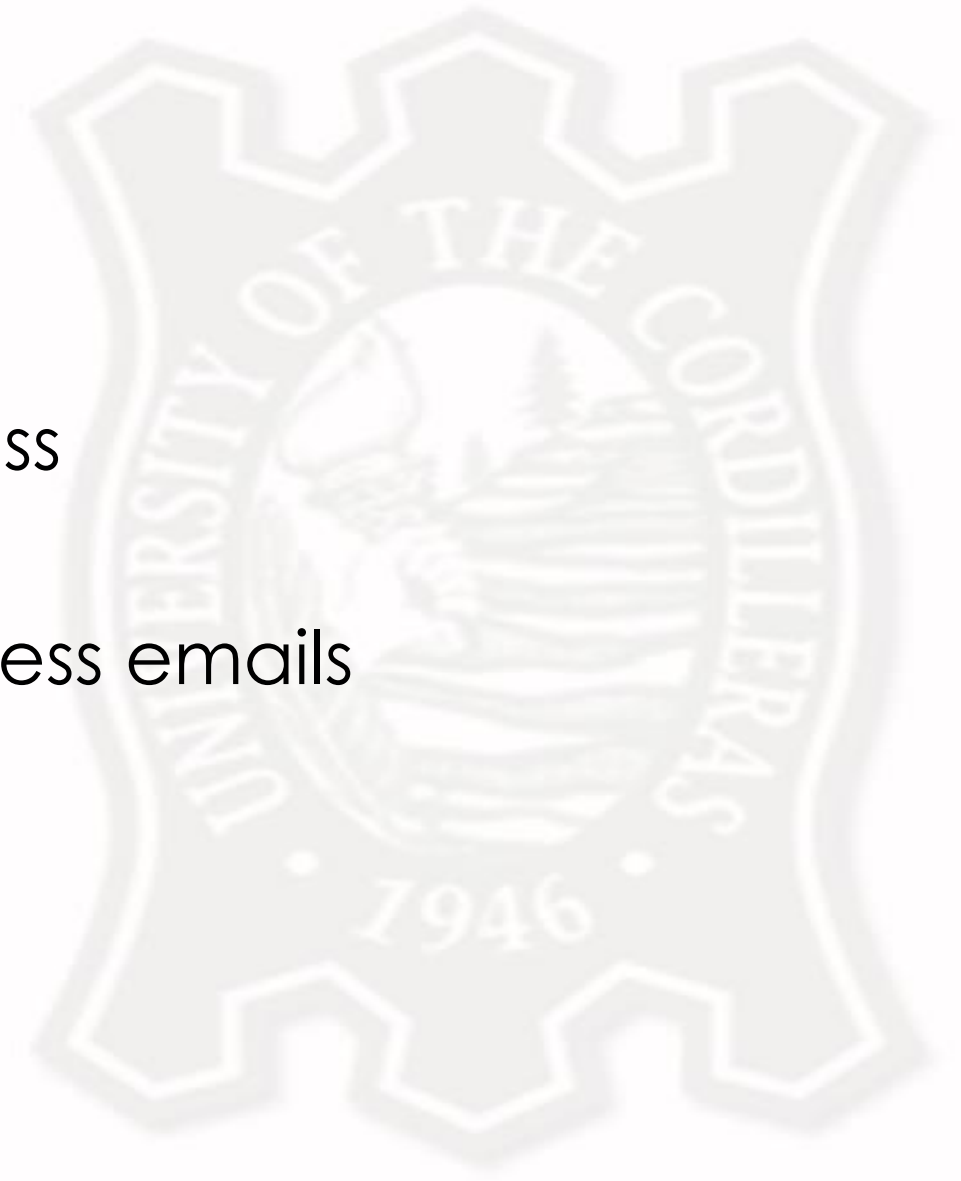
CC11 Communication in the Workplace

Bretz Harllynne M. Moltio

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Table of Contents

- Emails for business communication
- Creating a professional email address
- Parts of an email
- Best practices for constructing business emails

Email for Business Communication

Introduction to the Email

Electronic Mail

- AKA email or e-mail,
- Exchanging messages (mail) through digital computers in a network
- One of the most commonly used digital means of communication
- Mostly used in professional settings (workplaces, industries, academe, etc.)

Advantages for Email in Business

- More reliable security issues
- Access contacts very easily
- Can be tracked if using a business email
- Filter out emails (type, nature of email, user, attachments)
- Attach links and attachments with a huge size
- Can be used for both formal and informal conversation
- Has a subject line; can identify the matter at hand

Common Uses for Email in Business

- Sending company memos
- Collaborating with other entities inside / outside of the company
- Sending files that have a huge file size
- Informal communication with other members of the team
- Requesting and acquiring information from outside companies
- Applying for jobs, internships, admissions, and scholarships

Creating a Professional Email Address

Company Email Addresses

- Type of email address that is associated with a company
- Formatted with the company name at the end
- Created by the company themselves
  - lareformado@uc-bcf.edu.ph
  - lareformado@dost.gov.ph
  - lareformado@ph.fujitsu.com

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Personal Email Addresses

- Types of email addresses that is created by the user with an existing email domain

- Used for all types of purposes, mostly personal
  - lareformado@gmail.com
  - lareformado@outlook.com
  - lareformado@yahoo.com

Do's in Creating Email Addresses

- Choose the right email domain
  - Gmail (@gmail.com)
  - Outlook (@outlook.com)
  - Yahoo (@yahoo.com)
- Use your first and last names on the email address
  - ljreformado
  - lareformado
  - lovelyjennr
- Adding random numbers is acceptable

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Privacy Emails

- Type of email domain that focus on security through encryption of emails
- Used mostly for personal emails

Don'ts in Creating Email Addresses

Variations on User's Name

• Use pet / nicknames

• Use cutesy prefixes / suffixes

• Use full name

• Use modified spelling on the name

Don'ts in Creating Email Addresses

Numbers in Username

- Use any relevant dates
- Use any relevant numbers (i.e. mobile numbers)
  - Mobile numbers
  - Telephone numbers
  - Home address numbers

Don'ts in Creating Email Addresses

Other Don'ts in Creating Email Addresses

- Include references to race, gender, religion, or any discriminatory information

- Use university name after graduation

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Other Best Practices for Using Email Addresses

- Use emails for different purposes
  - Use your UC student account as a student in UC
  - Create a different email for signups
  - Create an overall personal email
- Make sure that the username is relatively easy to pronounce
- Keep the username as short as possible
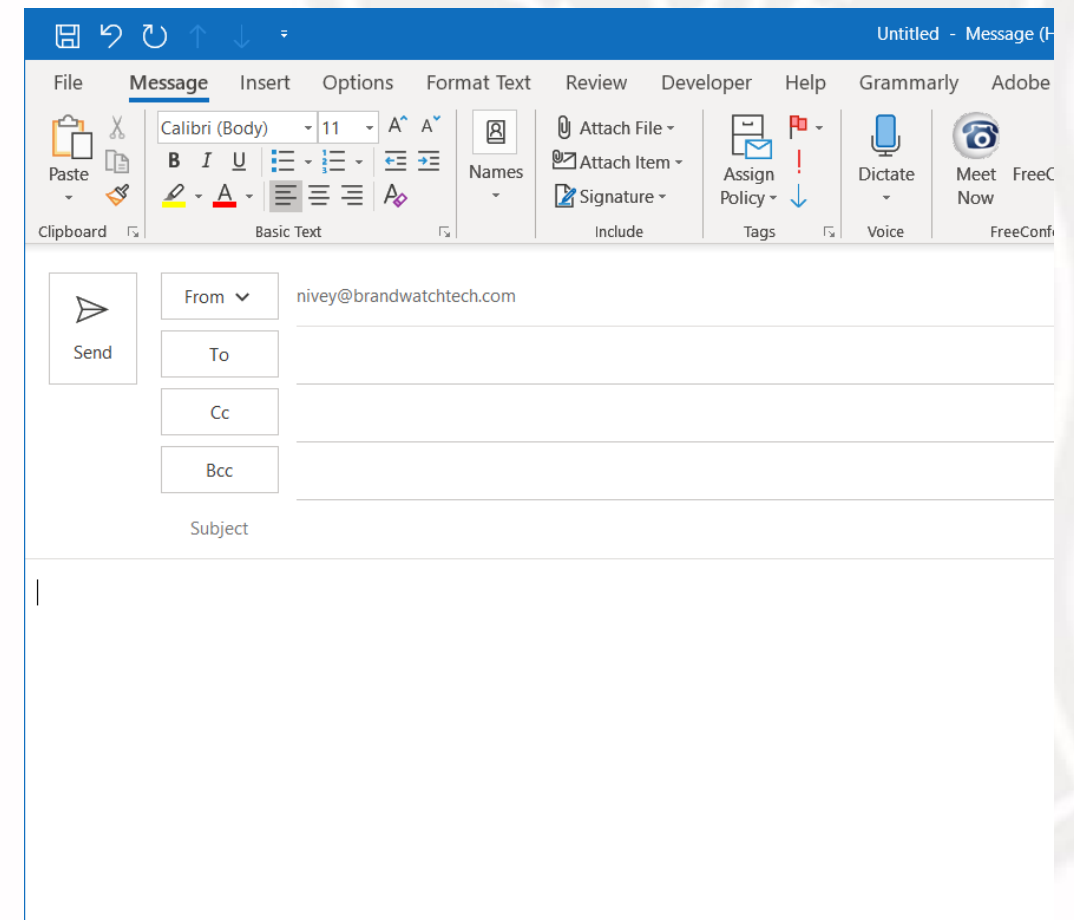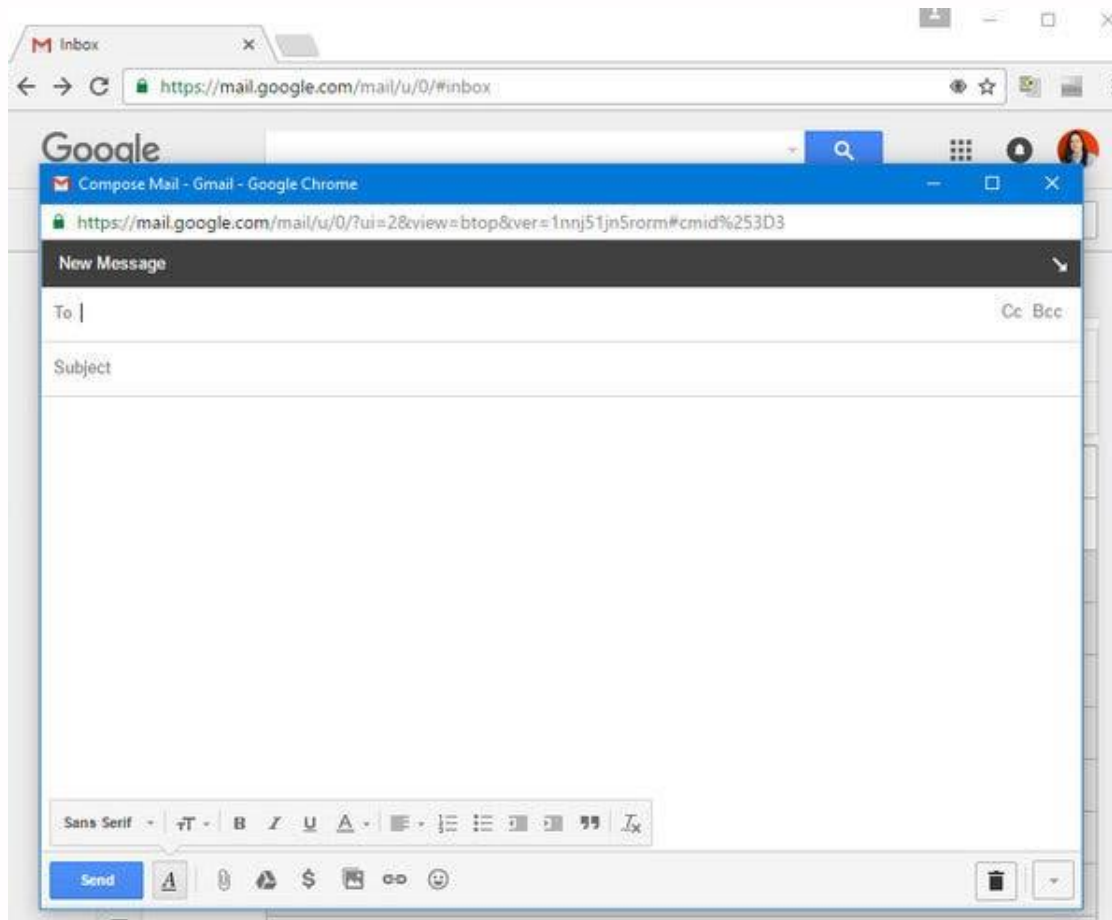
Parts of an Email Message

Parts of an Email Message

- Recipients
  - To
  - CC
  - BCC

- Subject line

- Body of the email

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Interface for Composing Emails

Recipients

- Refers to the persons / groups / organizations to which you want to send the email to

- Three types of recipients:
  - **To –** main recipients of the email; are required to take action; no set maximum limit
  - **CC (carbon copy) –** secondary recipients of the email; not required to take action; usually used for heads of the TO recipients; limit to around 5 recipients
  - **BCC (blind carbon copy) –** sending emails to recipients but do not want anyone else to know you sent it to them; mostly used for mailing lists

Subject Line

- First message seen when sending an email to an inbox
- Gives the subject of what the email is about
- Helps filter out the nature of the messages and what needs to be prioritized by the recipient of the message

Subject Line

Tips in Creating a Subject Line
- Keep it short (around 10 words)
- Remove filler words
- Add nature of the email in the first words
- Include a call to action
- Prevent using promotional words
- Personalize the subject line
- Prevent using all caps
- Use capital letters on the first letters of the word

Subject Line – Examples

Sample Situation	Sample Subject Line
Memorandum on in-house vaccination	[Memo] Vaccination on Feb. 3, 2022
	Memo on Vaccination Schedule
	Vaccination Schedule for Employees
Submission of risk assessment document	URGENT: Risk Assessment Document
	Urgent Submission on Risk Assessment Document
	Reminder: Submission of Risk Assessment Document on Feb. 3, 2022

Body of the Email

- Includes all parts of the email
- Follows similar construction to that of a letter:
  - Salutations / greetings
  - Body of the letter
  - Closing remarks
  - Name of sender
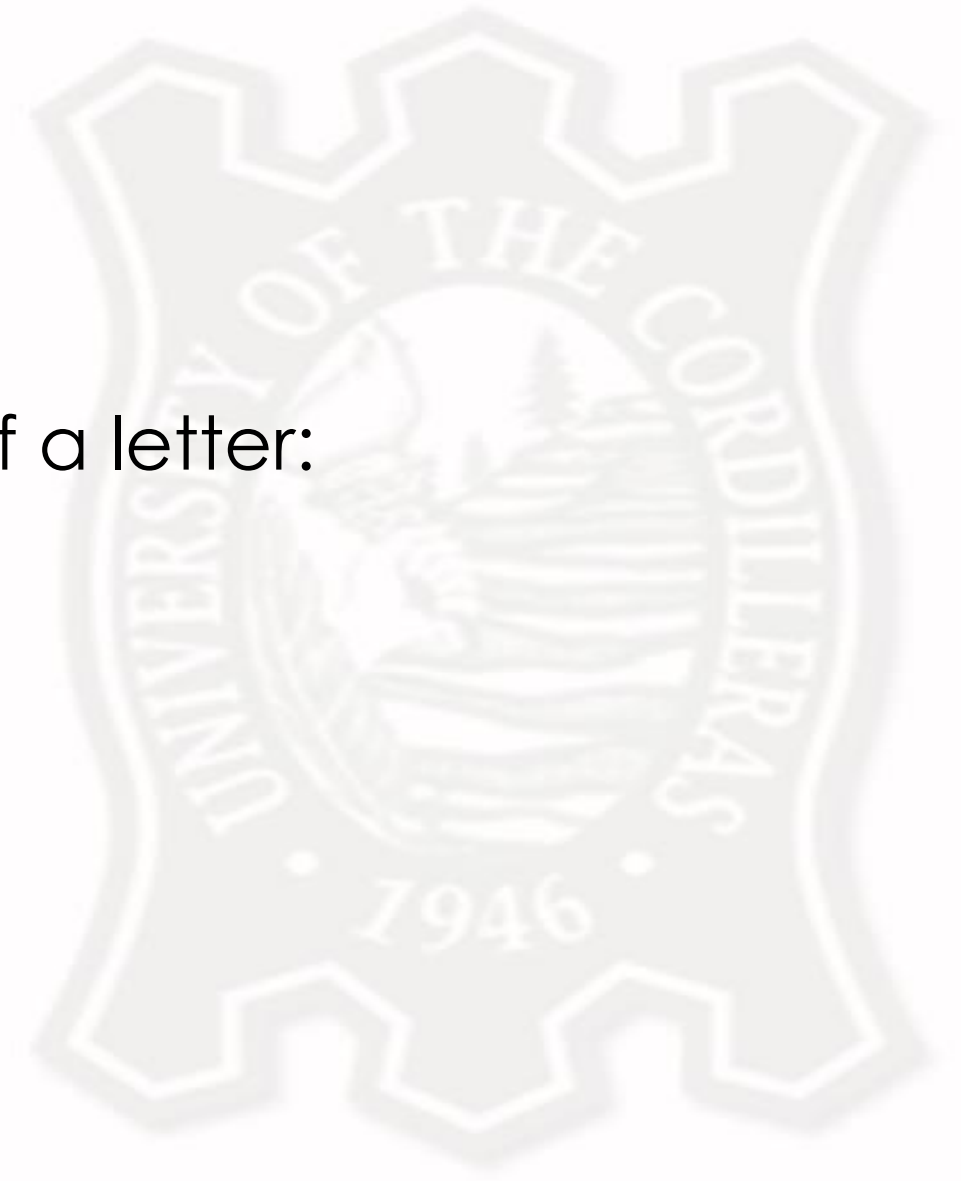
Body of the Email

Specialized Email Functions

• Bullet points

• File attachments

• Signature

• Delayed sending

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Body of the Email

Specialized Email Functions – Bullet Points

- Though can be done in letters, it is mostly seen in emails
- Highlight / list down points of action using bullet points
- Types of bullet points:
  - Unordered bullets (black circle)
  - Ordered bullets (1, 2, 3…)
  - Quotations (used to refer to previous statements on another email)

Body of the Email

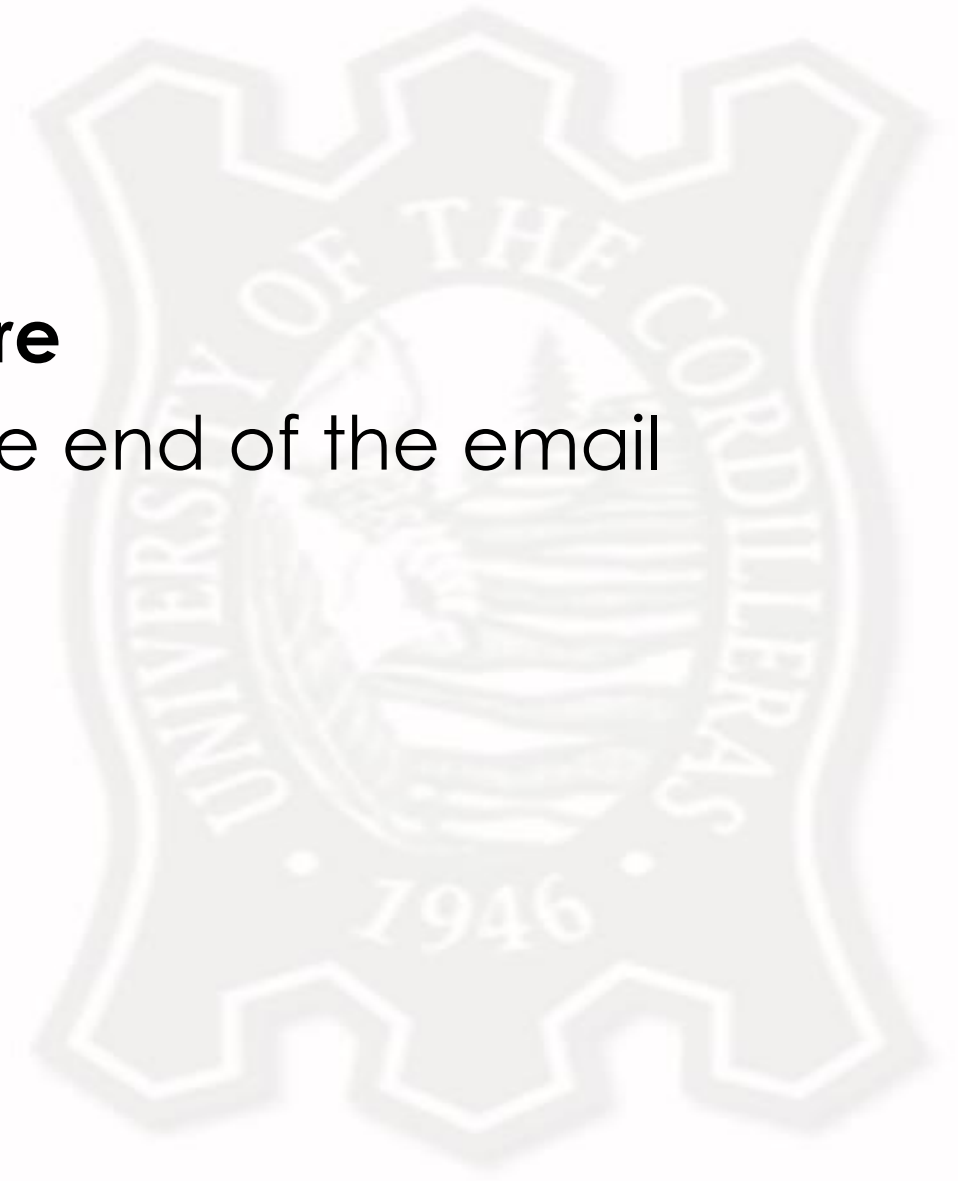**Specialized Email Functions – File Attachments**

- Attach anything (usually PDFs, word documents, spreadsheets, presentations, images, etc.) with the email

- For signed documents, use PDF

- When doing so, include a statement to this email:
  - *Example: Attaching a risk assessment document (in PDF)*
  - Attached to this email is the requested risk assessment document.
  - Below is the attached document.

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Body of the Email

Specialized Email Functions – Signature

- Automatically add a signature at the end of the email
- Can include the following:
  - Closing remarks
  - Name and position
  - Name and logo of the institution
  - Disclaimer policies
- Prevent the following:
  - Quotations
  - Unnecessary logos and designs

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Body of the Email

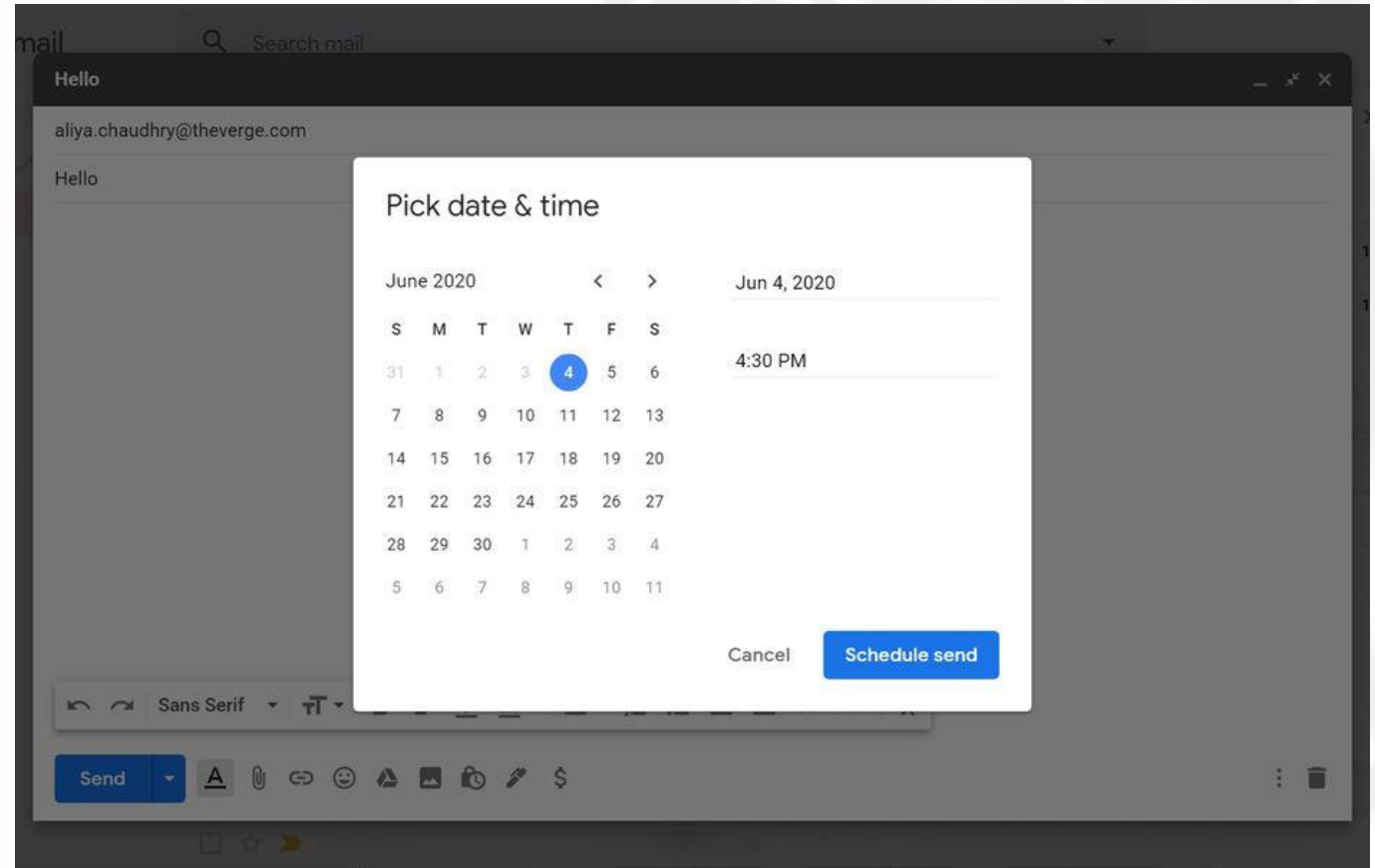**Specialized Email Functions – Signature**

- Tips in creating a specialized signature:
  - Create different signatures for different occasions
  - Match the formatting with the formatting in the email
  - The most important parts must be in bigger fonts; the disclaimer policies may be placed smaller
  - For the images, use a very small size file and ensure that it is in JPEG format
  - Maintain professionalism in the creation of the signature

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Body of the Email

Specialized Email Functions – Delayed Sending

- Send a message within a given time and date
- This is especially useful when responding to recipients with a strict set of office hours

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Best Practices for Constructing Business Emails

Best Practices in Email Construction

- Use the same tips when creating business emails
    - Maintain a professional tone
    - Formal / informal greetings and closing remarks are to be used accordingly
    - Keep it short and simple
    - Have a call to action
- Choose and maintain a specific font style, size, and color
    - Dependent on the grounds of the company

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Introduction to Business Meetings

Week 5, Unit 5

CC11 Communication in the Workplace

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- Business meetings in the modern world
- Best practices in conducting business meetings
- Minutes of the meeting

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Business Meetings in the Modern World

What is a business meeting? | Common types of business meetings | Business meeting platforms

What is a Business Meeting?

- Gathering of professionals
  - Members from the same team
  - Members from the same company
  - Members of the same level (managerial, top management, etc.)
  - Company members and partner companies
- Discuss business-related matters
  - Voting of business-related matters
  - Conflict resolution
  - Provide announcements and address changes
  - Celebrate success

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Common Types of Business Meetings

- Planning
- Innovation
- Information sharing
- Status update
- Decision-making
- Problem-solving
- Team building

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Common Types of Business Meetings

Planning

- Creation of proposals for new guidelines, practices, and events
- Can just be for one item or multiple items done within a period of time

Innovation

- Improvement of existing business processes through new and/or unorthodox practices, equipment, and guidelines
- Done usually by higher-ranking company members

Common Types of Business Meetings

Information Sharing

- Providing information to a huge number of participants to which the information is necessary
- Done for changes in business practices, company-wide events, or announcements on new partnerships

Status Update

- Periodic meeting where participants report changes in their tasks
- Members are expected to give feedback to the status

Common Types of Business Meetings

Decision Making

- Composed of a small number of participants to decide matters that will be beneficial to the company

- Can be done in the course of a few meetings

Problem Solving

- Brainstorming and finalization of ideas to certain problems or issues found in the company

- Can be done before a decision making meeting

Common Types of Business Meetings

Team Building

- Gain better understanding and create relationships with team members
- Examples: corporate events, team outings

Business Meeting Platforms

Considerations:

Time and place

- Urgency
- Number of participants
- Type of business meeting
- Environment / atmosphere
- Level of engagement / participation

Types:

- In-person
- Virtual

Business Meeting Platforms

In-Person

- Can be also referred to as face-to-face
- Members meet each other to conduct meetings
- Allows for more nonverbal communication to surface
- Types:
  - Formal meeting
  - Informal meeting
  - Visitation
  - Dinner / lunch meeting

Business Meeting Platforms

Virtual

- Requires the use of video conferencing tools to conduct
- Members meet at the same time in different places
- Good if meetings are urgent and/or only requires divulging information
- Common video conferencing tools:
  - Zoom
  - Google Meet
  - Microsoft Teams
  - Skype

Best Practices in Conducting Business Meetings

Preparation | Conduct | Aftermath

Preparation for Business Meetings

- Identify the cause of a meeting
- Set appropriate time and date
- Detail meeting agenda
- Notify participants
- Prepare materials

Preparation for Business Meetings

Identify the Cause of a Meeting

- What is the meeting for? (general idea and main points)
- What are the deliverables of the meeting?
- Do we need a meeting?
- How long will the meeting be?
- Who will be participating?
- What is the platform to be used? (in-person / virtual)

Preparation for Business Meetings

Set Appropriate Time and Date

- Is it urgent?
  - If yes, then must be set immediately using virtual means
  - If not, then identify other factors
- Who will be participating?
  - Take note of the schedules of the bosses / higher ranking attendants of the meeting
  - Check meeting schedules of other relevant team members
- Set date, time, and location of the meeting

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Preparation for Business Meetings

Detail Meeting Agenda

- Agenda – items that need to be considered or done
- Questions to be asked:
  - What are the things that need to be talked about?
  - What should the team decide during this meeting?
  - What are the specific deliverables?
  - What are the deadlines included in the meeting?
- Create a short list of events that will happen during the meeting

Preparation for Business Meetings

Notify Participants

- Best to use email for notifying participants
- Let them know a few days (if not urgent) before
- Include the following:
  - Time and date
  - Location (in-person) or meeting link (virtual)
  - General agenda
  - Reminders before and during the meeting (if needed)
- Allow participants to either confirm or decline an offer

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Preparation for Business Meetings

Prepare Materials

- Create materials needed for the meeting
  - Slideshow presentation (status updates)
  - Video presentation (status updates)
  - Note cards (informal presentations)
  - Shareable file (virtual collaboration)
- Materials depend on the nature of the meeting
- Assign someone to either record or create the minutes of the meeting

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Conduct of Business Meetings

- Greetings and introductions
- Review of agenda
- Present necessary presentations
- Field participant questions and answers

Conduct of Business Meetings

Greetings and Introductions

- Check if everyone is on the meeting

- Assign a note taker other than yourself

- Set the feel of the meeting
  - Start with a prayer and / or national / company anthems
  - Establish rapport (if possible)
  - Introduce rules (if needed)

- Introduction of yourself and specific people to other members in the meeting

Conduct of Business Meetings

Review of Agenda

- If the meeting is done periodically:
  - Periodically i.e. weekly, monthly, quarterly, etc.
  - Go over the things discussed during the last meeting
  - Ask everyone if they want to quickly go over previous topics
- Go over the projected structure of the business meetings
  - Ask the team if they want to add more related topics (if possible)

Conduct of Business Meetings

Present Necessary Presentations

- Provide context to everyone about the meeting
- Showcase presentations:
  - Presentations for status updates are longer
  - Presentations for every other type of meeting must be short
- Be concise in providing information
- Create a call to action if applicable

Conduct of Business Meetings

Field Participant Questions and Answers

- Be open to answer any questions after every presentation
  - Provide a neutral or positive tone in answering questions
  - If possible, go back to the presentation related to the answer
- For activities during the meeting:
  - Be open for any questions
  - Provide context and assistance as much as possible
  - Present outputs if possible

Aftermath of Business Meetings

- Thank participants for coming and engaging
- End with a call to action
  - Remind deadline
  - For periodic meetings, remind the next schedule
  - Ask note taker to summarize, type, and send minutes
- Follow up
  - Allow participants to ask questions after the meeting
  - Use email to document questions
  - Possible to bring up these questions the next meeting

Minutes of the Meeting

What is a minutes of a meeting? | Parts of a minutes of a meeting | Tips in creating the minutes of the meeting

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What is a Minutes of a Meeting?

- Official business document that summarizes salient points that have transpired in the meeting
- Includes:
  - Key issues that are discussed
  - Motions proposed and/or voted on
  - Activities that need to be undertaken
- Taken by a designated member of the group
  - The person presiding the meeting is not the same person taking note of the meeting
  - Usually of the same position / of lower rank than the presider

What is a Minutes of a Meeting?

- Used to document actions that has transpired in the meeting, in order to:
  - Refer to decisions made during the meeting
  - Refer to during periodical meeting
  - Check progress of team members
  - Validate tasks being done by team members

Parts of a Minutes of a Meeting

- Template and content of the minutes are dependent on the following:
  - Organizational / company format
  - Nature of the meeting
  - Amount of points / information in the minutes

Parts of a Minutes of a Meeting

Meeting Information

• Provides all of the main information regarding the meeting

• Includes the following:

  • Name of the meeting
  • Date and time
  • Location / video conferencing tool
  • Agenda / objectives
  • Time of adjournment

Parts of a Minutes of a Meeting

Attendees

- Lists all attendees who were part of the meeting
- Small number of attendees: part of the minutes
- Bigger number of attendees: separate attendance sheet
- Includes the following:
    - Presider
    - Minutes taker
    - Guests
    - Attendees
    - Non-attendees

Parts of a Minutes of a Meeting

Agenda

- Lists down the main topics that is tackled in the meeting
- Usually provided by the presider beforehand
  - If not, then it is written down after summarizing the minutes
  - Agenda can be modified during the meeting

Parts of a Minutes of a Meeting

Minutes – Topic

- Sort the minutes according to the key points / topics /agenda

Parts of a Minutes of a Meeting

Minutes – Descriptions

- Give context to what the topic / agenda is
- Can include:
  - Presentation of topics
  - Status reports of members of the team
  - Contextualizing the team building, innovation, or planning meetings
- Include who was saying the descriptions
- Must be short at around 1-3 sentences

Parts of a Minutes of a Meeting

Minutes – Descriptions

Type of Meeting	Person Talking	Sample Statement
Planning / Innovation / Decision Making / Problem Solving	Presider	The presider states that the management wants the team to draft a proposal for a competition for the 75th founding celebration.
Information Sharing	University President (ex. President Nancy M. Flores)	PNMF presents the modified WFH schedule for February 1 – 15, 2022
Status Report	Team member (ex. Lovely Jenn Reformado)	Ms. Reformado shares that the partnership with Company A is ongoing, with the MOA sent to their HR director.

Parts of a Minutes of a Meeting

Minutes – Descriptions

- Tips on constructing the descriptions:
  - It should only contextualize the agenda
  - Using acronyms is okay to make it shorter, but ensure that the attendees are aware of them
  - Do not add too many acronyms, especially if the term is not commonly used / seen throughout the minutes

Parts of a Minutes of a Meeting

Minutes – Call to Action

- Includes the items that needs to be addressed / done during the meeting

- Can include:
  - Voting results
  - Assigned persons / offices
  - Deadline
  - Required deliverables

- Not included in information sharing meetings

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Tips in Creating a Minutes of a Meeting

- Be aware of the template of the meeting
- Take note in different ways (if possible, create written notes and a recording of the meeting)
- Add only the salient points and add those ones on the minutes
- Make sure that the content is brief yet clear
- Sending in minutes to presider for approval
- Provide members of the meeting a copy of the minutes

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