

# INSTANT MESSAGE ETIQUETTE



# Companies Typically Use Some IM



- Download the IM service company uses
- Don't mix friend list with work list
- Message co-workers only when you really need help - it distracts them
- Longer conversations can move to in-person conversations
- Keep conversations brief



## Basics During Communication

- Start with “Do you have a few seconds?”
- Be brief and clear. Think before you write, proofread for clarity
- Use short sentences and proper punctuation
- If others are relaxed, remain professional
- Keep conversations brief



## What Can Go Wrong?

- Can't see person's face - hard to read emotions
- Never take offense
- Avoid possibility of offending
- Switch to another medium at earliest sign of miscommunication