

# CS2101 - Session 1-2 - Homework

## Tips for emails :

①

**Use appropriate formality**, depending on the formality of the organization or people you are communicating with. Observe how formal others are in the organization. In general, if you are not sure, it is best to be too formal and then let someone tell you to be less formal. Take care. Informality is **NOT** the same as being inarticulate. Even if you are informal, your message needs to be clear and without spelling errors.

②

**Email is permanent and is not private.** Even if you delete your email, it may have been archived before you deleted it. There are companies that specialize in finding deleted email on computers. In court cases, email is treated like other forms of written communications. The system administrator usually has access to all email. There are computer hackers that can intercept email or find email on your computer. The receiver may forward your email to people you did not anticipate reading your email. **Consider writing email that you would not mind if the information showed up on the front page of the newspaper.**

③

**Do not use email when feeling angry.** Studies say that more than 70% of our communication is nonverbal. If you have something emotional to say, you will **convey it better in person**, rather than via email. **Flaming** is the practice of writing email that has an angry or overly critical tone. Flaming is considered to be inappropriate. People are often denied access to discussion boards and listserves if they flame others. If you think someone has said or done something inappropriate, find a professional tone to convey that perspective and when possible, tell the person how you feel face to face. **Do not flame.**