

Webonise Lab Induction Program

Communication Protocols

How We Do It

- We sit next to each other in open space
- Mail
- IM – Skype
- Collaboration Tools like Basecamp
- Phone Calls

Mails: Objective

- To use E-mail's effectively
- Get Result out of E-mails
- To make a Positive Impression

Protocols: Recipients

- Be cognitive of people in To, CC and BCC list:
 - To: People who you want to address directly and expect a response from
 - CC: People who you want to be aware of communication, may or may not respond to your mail. Usually referred as “Keeping in Loop”
 - BCC: When you want the list of recipients to be anonymous to others. As a protocol, start the mail with *[BCC Intentional]* tag
- Don't automatically “REPLY TO ALL”
- Take one last look at your distribution list

Protocols: Subject

- Use Smart Subject Lines
- All messages should have clear and specific “Subject Lines” that
 - Describes the message content
 - Specifies if there are any actions required &
 - Due dates <If applicable>
 - Mentions Urgency Levels <If applicable>

Protocols: Subject

- Good Subject Line Examples
 - FYI: Meeting minutes from 3/14 discussion
 - Reports Included: Minutes from MRM, all Reports due Friday 4/1
 - DISTRIBUTE: Program agenda & related information
 - Bob, Joe: need you at noon meeting Wed w/ your updates
 - AGENDA: Staff meeting Thurs 3/12 10:00 pm
 - Mary: I will attend the MRM & present summary. (EOM)
- Poor Subject Line Examples
 - Weekly Minutes
 - Here are the URLs
 - Re: presentation
 - (blank subject line)
 - Unrelated subject line – sending an email with an old subject line

Protocols: Subject

- Recommended Subject Line Tags:
 - URG - Stop everything, read me first
 - RSP - Need you to respond, either way
 - MTG - New/modified meetings
 - FWD - Forward to your respective group (s)
 - HLP - Need information, assistance
 - FYI - Just for your information
 - ACT - Needs action

Protocols: Body

- In the first 1-3 lines of your email, specify what this email is about.
 - Does it include action required?
 - Does it require a reply back by a certain date?
 - What information is contained that the reader will find necessary for their job?
- Stop replies before they start
 - If a reply is not required, end your message with “(Reply Not Necessary)”

Protocols: Body

- Font:
 - Use standard font throughout the message content
 - Avoid colored fonts in a professional email
 - Be very specific with the use of bold, *italic* or underline font style
 - Keep the size of the font visible and constant
 - Paragraph and line spacing should be legitimate and visually appealing
 - Avoid short forms or slang (e.g. 'u' instead of 'you',
'y' instead of 'why', 'r' instead of 'are', etc)

Protocols: Body

- Conclusion: <If required>
- Signature:
 - Thanks & Regards,
 - <Your Name>
 - <Designation, Optional>
 - <Contact No., Optional>
 - Webonise Lab
 - <Address Optional>

- Seek Permission to Enter.
- Be quick to tell why are you pinging for
 - *“Michael, do you have a moment? I would like to ask a question about last month’s finance report.”*
- Mind Availability Settings
- Keep it Brief
- Keep it in Proper English. Beware of using acronyms

IM

- Avoid Long Conversations.
- Its not a great idea to keep someone hanging for your replies.
So try not multitasking
- Close the communication explicitly
- Use emoticons wisely
- IMing is meant only for “Not So Serious” communication

Thank You
