

TABLE 9.5 E-MAIL: TIPS FOR MANAGING

Tip	Description
Do not assume e-mail is confidential.	Employers are increasingly monitoring employees' e-mail. Assume all your messages can be read by anyone.
Be professional and courteous.	Delete long message streams, don't send chain letters and jokes, don't type in all caps (it's equivalent to shouting), wait and consider before responding to a nasty e-mail, refrain from using colored text and background, don't expose your contact list to strangers, and be patient if you must wait to receive a reply.
Avoid sloppiness.	Use a spell checker or reread and edit your messages before sending.
Don't use e-mail for volatile, complex, or highly personal issues.	Use a medium that is appropriate for the situation at hand.
Keep messages brief and clear.	Use accurate subject headings and let the reader know what you want up front.
Save readers time.	Type "no reply necessary" in the subject line or at the top of your message if appropriate.
Be careful with attachments.	Large attachments can crash someone's system and use up valuable time downloading. Send only what is necessary, and get receivers' permission to send multiple attachments.

SOURCE: C. Graham, "In-Box Overload," *Arizona Republic*, March 16, 2007, A14; M. Totty, "Rethinking the Inbox," *The Wall Street Journal*, March 26, 2007, R8; A. Smith, "Federal Rules Define Duty to Preserve Work E-Mails," *HR Magazine*, January 2007, 27, 36; M. Totty, "Letter of the Law," *The Wall Street Journal*, March 26, 2007, R10; and "The Top 10 E-Mail Courtesy Suggestions," *Coachville Coach Training*, March 22, 2000, <http://topten.org/content/tt.BN122.htm>.

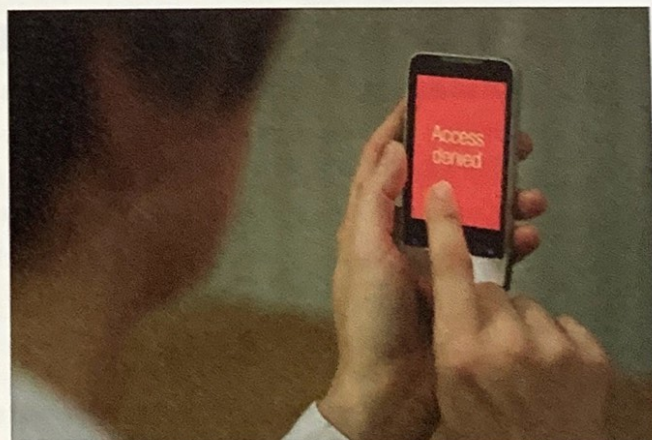
Social Media Concerns and Remedies— What Companies and You Can Do

Of course *some* employees waste time. This has been and always will be true. But when it comes to social media, approximately 36 percent of employers now block employees' access to social media sites at work (up from 29 percent in 2012).⁶⁹ However, evidence is growing that this strategy can backfire.

Be Careful about Blocking Access

Banning access can damage employee morale and loyalty—potentially leading to even greater losses in productivity. Some experts argue, and most employees would agree, that small breaks during the workday help boost productivity. Such breaks can take the form of going outside to get a breath of fresh air, talking with a colleague over a cup of coffee, checking personal e-mail or Facebook, or checking and sending tweets.⁷⁰

If these reenergizing benefits of social media breaks are not convincing



Companies must of course protect their own interests, such as lost productivity and legal liability. Many experts, however, warn against actually blocking employee access to social media or other websites. The costs could be larger than the benefits. They instead recommend companies create and implement other solutions. © Robin Lund/Alamy RF