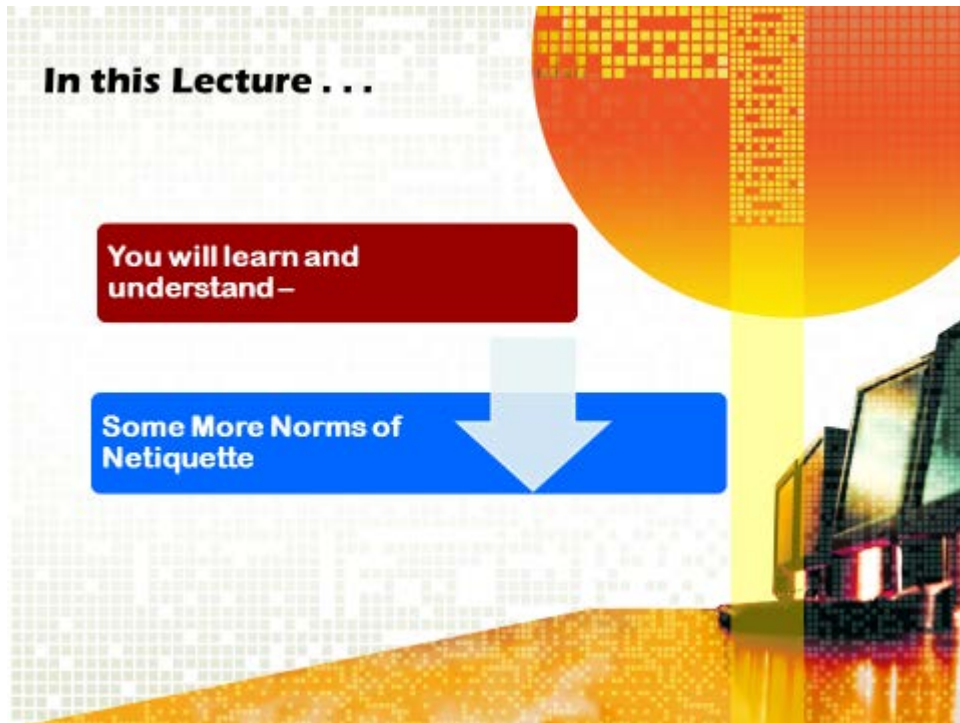


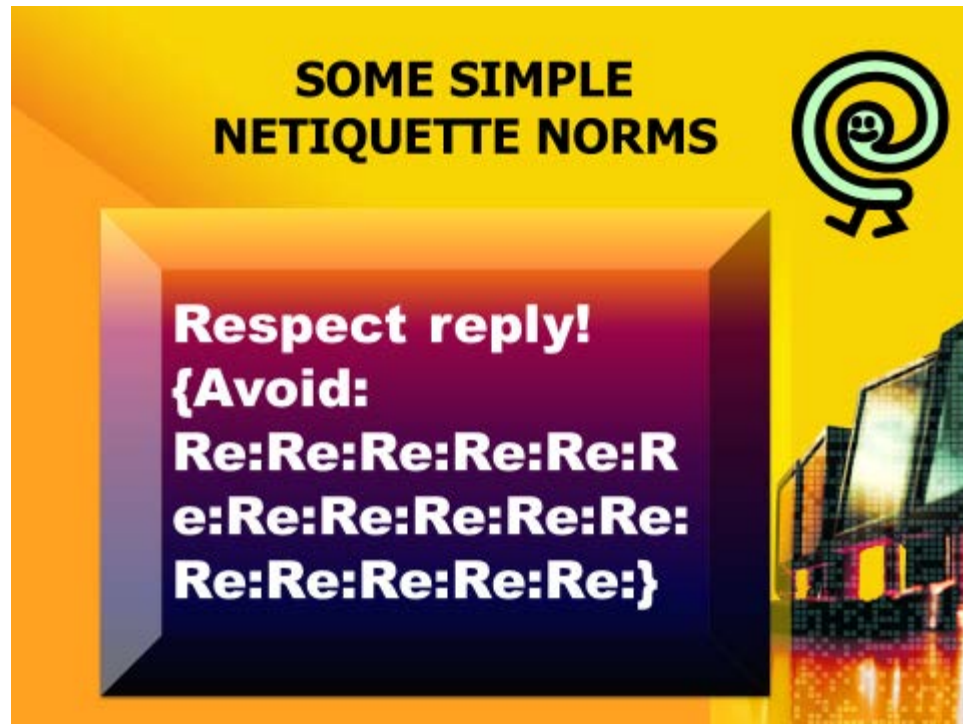
Communication Skills: Lecture No.30

Module 9

Lecture 2

Netiquette





**Respect reply! {Avoid:
Re:Re:Re:Re:Re:Re:Re:Re:Re:Re:Re:Re:Re:Re:Re:}**

Whenever it is possible and found necessary, use a subject line while replying a mail instead of leaving the automated “Re:” for reply. For instance, for an e-mail request from an employee to sanction certain amount urgently owing to medical reasons, the employer’s reply with the subject line “Re: Amount Sanctioned” can be a great relief to the employee even before opening the mail. Conversely, using an old mail for the sake of address, but not changing the subject matter, can be worse than sending the mail without any subject! As the Convener of the Department Postgraduate Committee, I received a mail from a colleague of mine with the subject matter: “Re: Vending Machine” but the mail requested me to forward a new PG course developed by the sender! Obviously, my colleague had used an earlier mail in which we had shared some suggestions on the Vending machine, but to have that as a subject line for a course forwarding request is too inappropriate!



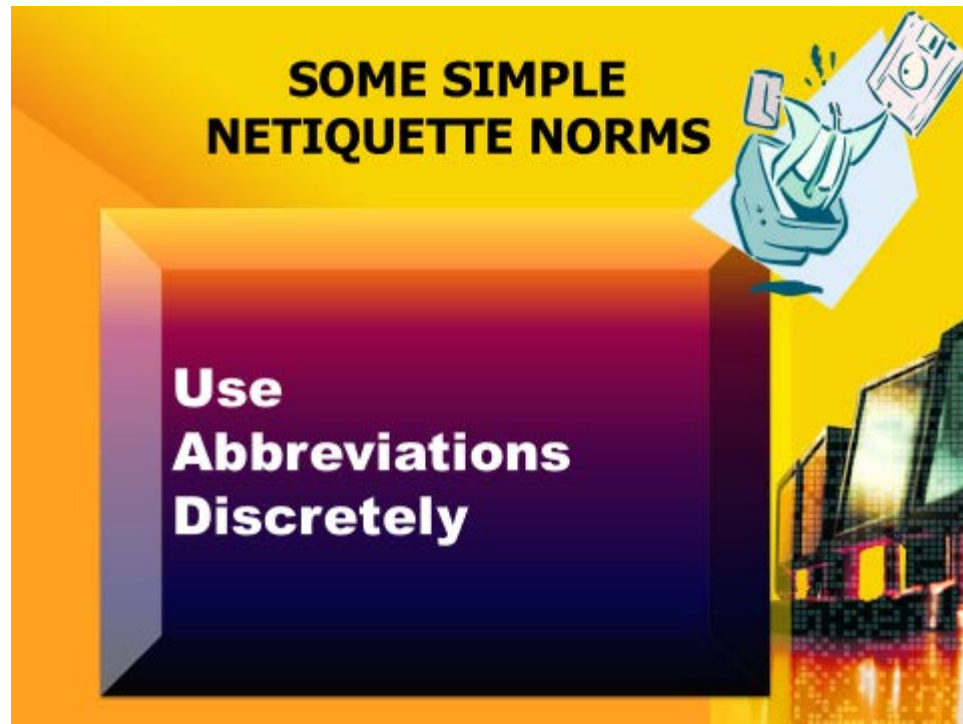
AVOID TYPING IN FULL CAPITALS

Although many net-users think that capital letters are to be used for emphasis, in reality, unnecessary use of capitals is considered SHOUTING or YELLING. MOREOVER, LONG SENTENCES WITH FULL CAPITAL LETTERS ARE DIFFICULT TO COMPREHEND AND EYES TAKE MORE TIME TO CAPTURE THE MESSAGE. You could see the difference just by reading the previous sentence itself!



NO RANDOM CCING/DO NOT REPLY ALL

Copying to many or replying all when the message seeks the attention of a single receiver is considered rude on the part of the sender. This is treated bad-mannered, discourteous and even uncouth because the sender is taking for granted the time of unsolicited receivers, even just the time it takes to identify that the mail is unwarranted and then to delete it is unworthy. Hence, habitual or inadvertent copying to many or replying all should be avoided at all cost.



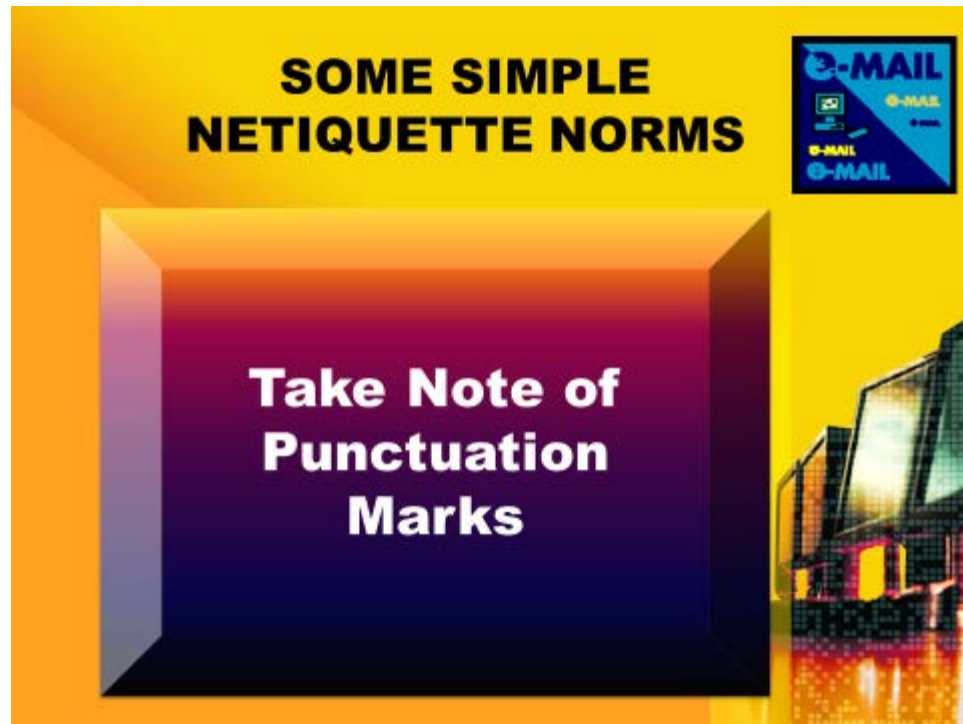
USE OF ABBREVIATIONS

While using abbreviations or acronyms, use the ones which are commonly known and universally recognizable. For instance, the following ones are commonly in use: AKA (also known as), ASAP (as soon as possible), BTW (by the way), CUL8R (see you later), FYI (for your information), KIT (keep in touch), LOL (laughing out loud), SYS (see you again), TYVM (thank you very much), WRT (with respect to). However, using abbreviations according to one's whims and fancy, and that too with inconsistent spellings would cause confusion to the receiver. The message can be distorted or misrepresented and result in evoking a negative response.



SPELLING MISTAKES/TYPOGRAPHICAL ERRORS

You should check your mail for spelling mistakes and typographical errors. Most of the e-mail clients have in-built spell checker that underlines errors while typing itself. If you pay attention to these underlined words, you will not only save plenty of the receiver's time but also ensure that your message is communicated effectively. Bad spelling and frequent typographical errors reflect illiteracy and lack of professionalism!



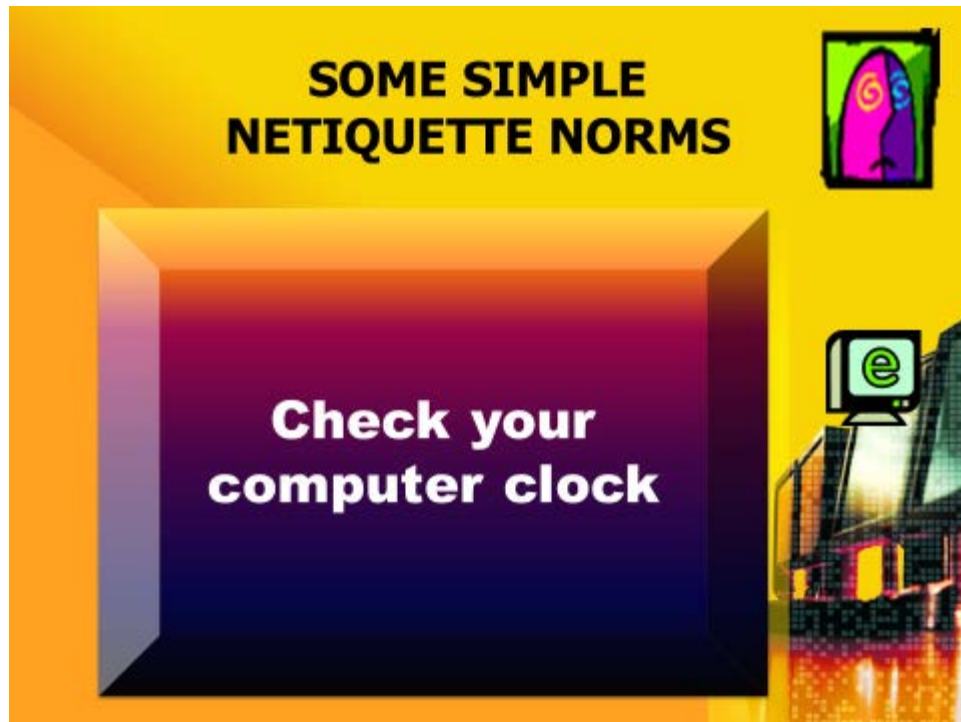
PUNCTUATION

There prevails a misconception that punctuation marks are not necessary while sending e-mails. But punctuation marks, capitalization, and spaces after punctuation marks are very necessary for clear communication. Have a look at the following mail that I received from a research scholar. You can note how the sender's scant regard for punctuation, capitalization, and rampant use of personal abbreviations has immensely affected the readability and effectiveness of the mail:

Thanks for d suggestion sir

If u can give me some more suggestions so it l be very kind from ur side.
Actually I m P.G wd 67% in IInd year n wd 62% as al over i was doing ph.d under Mrs. B. R. Agarwal, The Principal of Juhari Devi college bt coz of d entrance announcement in kanpur university i could nt get my thesis registered n it was also coz of the busy schedule of my guide. So as per my per n ds situation wt should i do.

Kindly send ur suggestions. I wil be obliged.

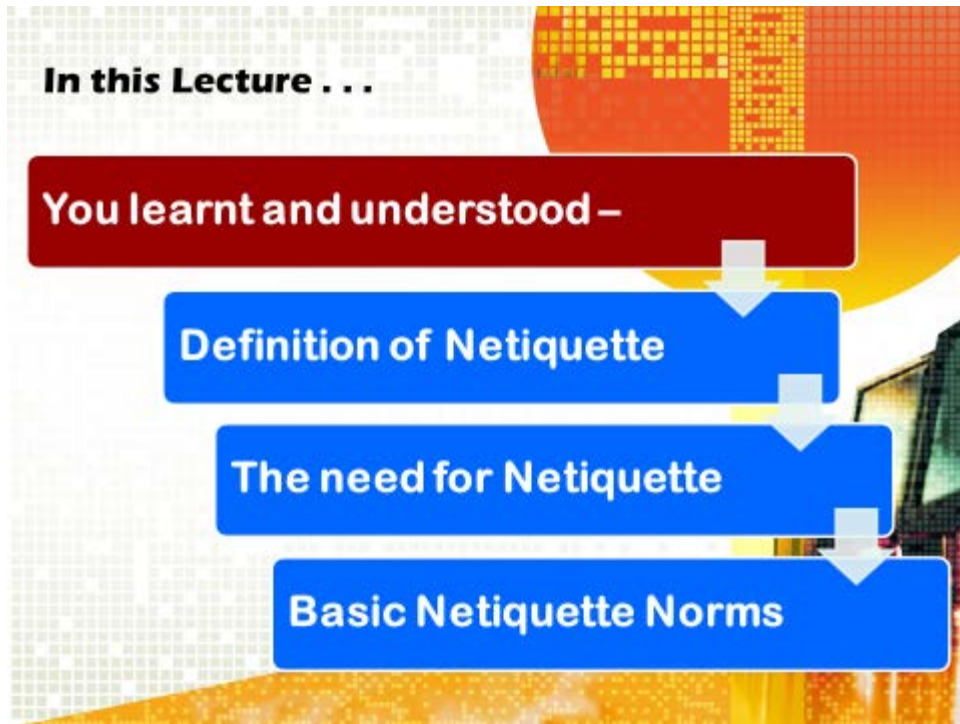


CHECK YOUR COMPUTER CLOCK

Last but not the least, set your system clock right before sending an e-mail. You will profusely confuse your reader during the fixing of an appointment for future while your mail would indicate a time lapsed in the past!

CONCLUSION

One can go on and on about netiquette. These days there are books coming out on this subject and research organizations sponsoring projects to study the behavioral pattern of various user groups based on their netiquette. I have fairly summarized the most important netiquette norms that, if followed, could generate a high level of professionalism and likeability and result in getting favorable responses in internet based communication. Just the next time when you intend to send an important e-mail, before pressing the send-icon in a hurry, use this article as a quick check list for Netiquette and build up a reputation for sending good, engaging, thoughtful, time-saving and useful mails!



For Further Reference:

Although there are plenty of materials available on “Netiquette” on the internet, the following offer comprehensive view on the subject:

- <http://networketiquette.net/>
- <http://www.albion.com/netiquette/corerules.html>