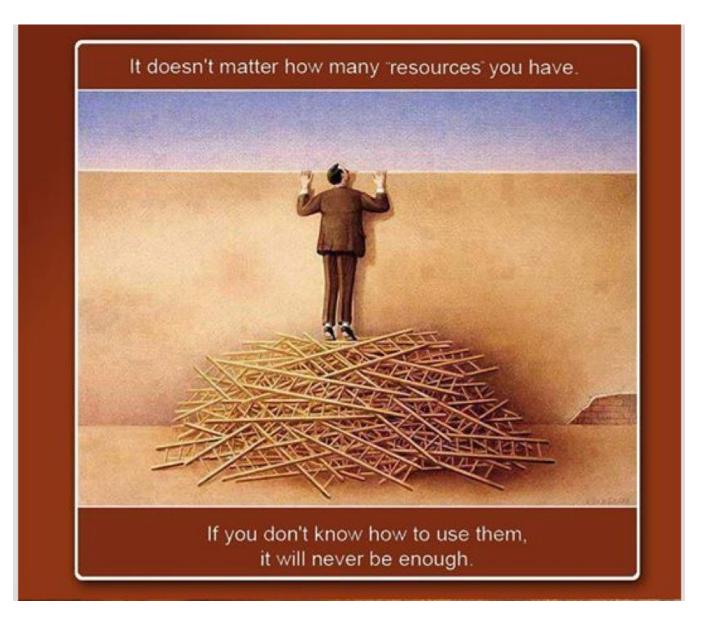


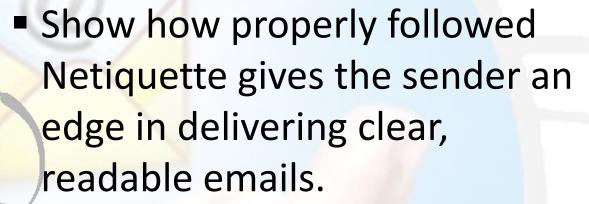
Presented by Hensley Moorooven



Importance of Training







 Encourage the participants to follow good Netiquette in order to prevent misunderstandings and promote better relationships.







Well begun is half done.

Aristotle



A. The "From" Field

- Avoid all lower-case (john phiri)
- Avoid all upper-case (JOHN PHIRI)
- Avoid all initials (JSP)
- Nicknames (johnnie)
- Good Netiquette (John Phiri)



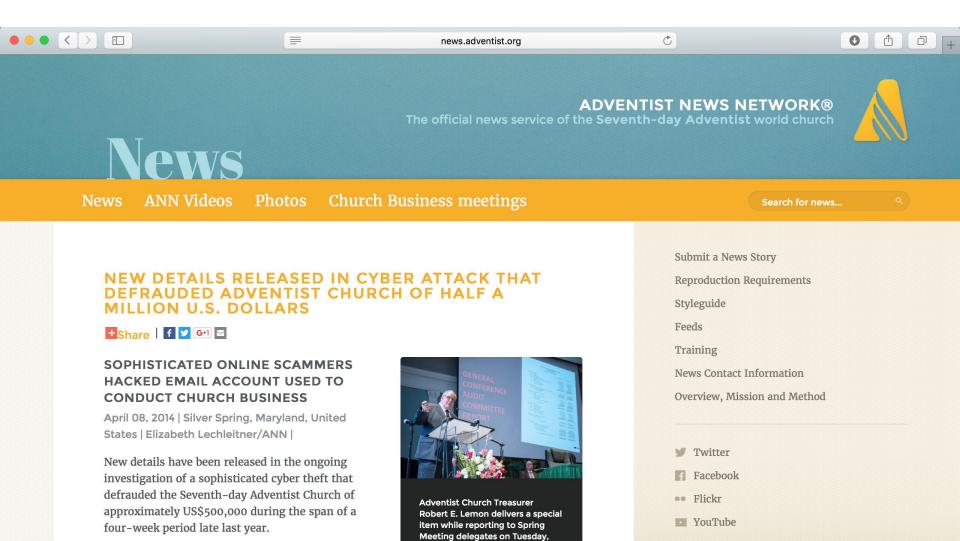
Organizational e-mail Address



Why Organizational e-mail:

- PRIVACY Sensitive info is being exposed
- 2. <u>IDENTITY</u> Use an e-mail addres to impersonate an employee
- 3. <u>SECURITY</u> Hack your e-mail to infiltrate the system





April 8, 2014. [photo: Ansel Oliver]

Vimeo

- B. The "To" Field
 - The person of higher rank first
 - If unknown, go by alphabetical order
 - Address only those in the "To" field





- C. The "Cc" Field
- Parties who have a direct interest in the subject
- Not expected to reply or take actions

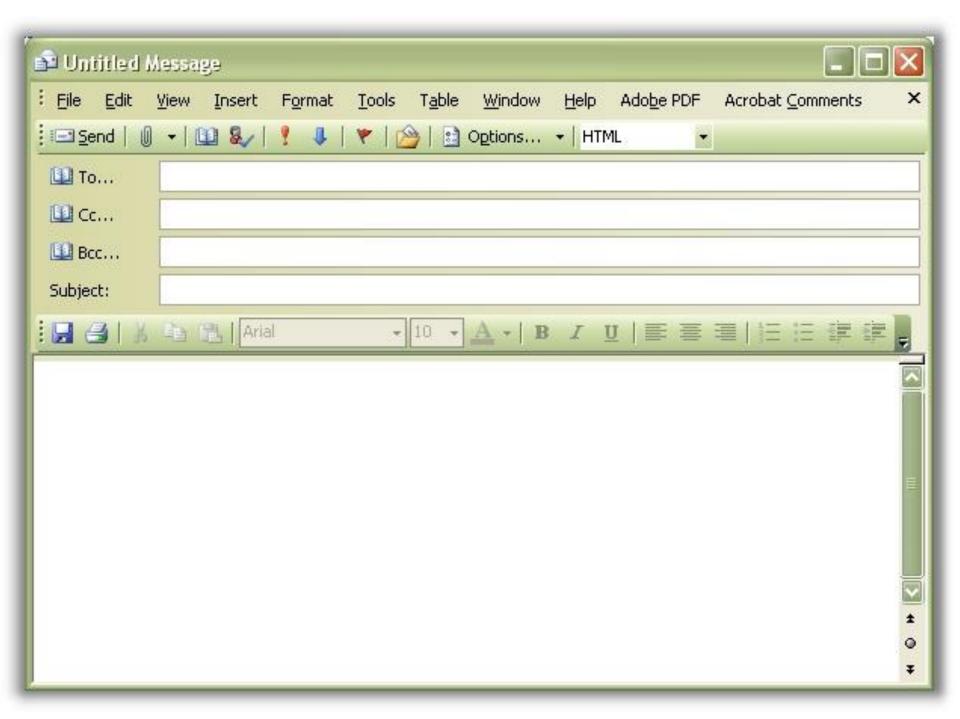


The Carbon Copy Rule!



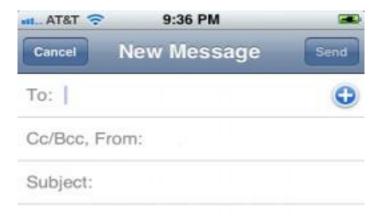
D. The "Bcc" Field







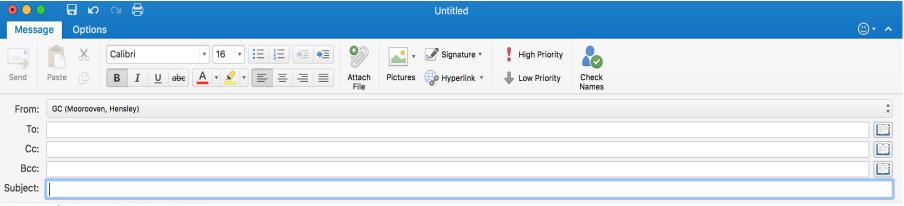
Mail	Contacts	Calendar	Notepad			
Send	Save as a Dra	aft Spell	Check Car	ncel		
	Insert addresse	es (separated b	y commas) <u>S</u>	how Bcc		
To:	o: myself@yahoo.com					
<u>Cc:</u>						
Subject:						
	Attach File	15				Rich Text





- D. The "Bcc" Field
- Used for a very long list of recipients.
- Used to prevent an accidental "Reply to All".

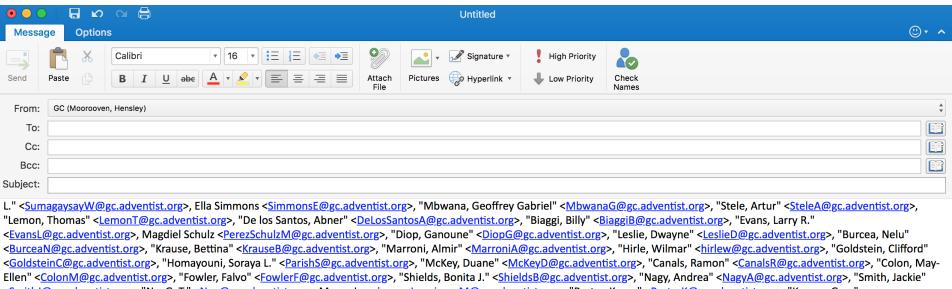




Date: Monday, January 18, 2016 at 3:44 AM

To: President President@gc.adventist.org, "Ceballos, Mario" <Ceballos, M Nancy" <KyteN@gc.adventist.org>, "McEdward, Rick" <McEdwardR@gc.adventist.org>, "Scoggins, Jeffrey" <ScogginsJ@gc.adventist.org>, "Wahlen, Gina" <WahlenG@gc.adventist.org>, "Knott, Bill" <KnottB@gc.adventist.org>, "Brink, André"

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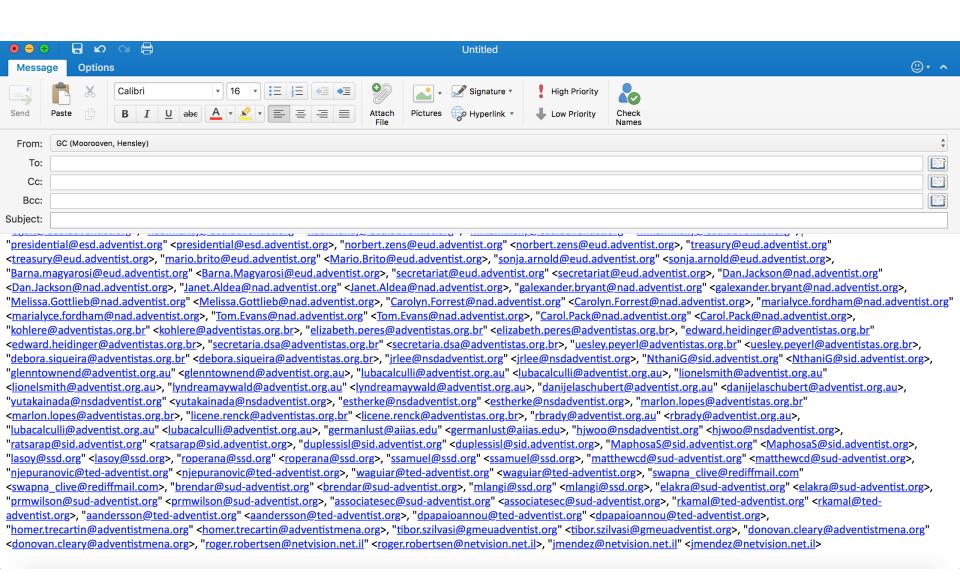


<SmithJ@gc.adventist.org>, "Ng, G. T." <Ngg@gc.adventist.org>, Myron Iseminger <IsemingerM@gc.adventist.org>, "Porter, Karen" <PorterK@gc.adventist.org>, "Krause, Gary" <KrauseG@gc.adventist.org>, "Richli, Claude" <RichliC@gc.adventist.org>, "Thomas, John" <ThomasJ@gc.adventist.org>, "Santos, Gerson" <SantosG@gc.adventist.org>, "Moorooven, Hensley" < MooroovenH@gc.adventist.org>, "Park, Lissy" < ParkL@gc.adventist.org>, "Ingram-Hudgins, Sherri" < HudginsS@gc.adventist.org>, "Missah, Hiskia I" < missahh@gc.adventist.org>, "Brink, Penny" <bri>definition

definition

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<marialyce fordham@nad adventist org> "Tom Evans@nad adventist org" <Tom Evans@nad adventist org> "Carol Pack@nad adventist org> "Carol Pack@nad adventist org>



- D. The "Bcc" Field
- Used for a very long list of recipients.
- Used to prevent an accidental "Reply to All".
- The best way to maintain privacy.



When you are Bcc'ed, Never "Reply to All"

- E. The "Subject" Field
- Beside your name, this will be the 1st item the e-mail reader will see.
- Lack of subject field has only negative connotations.



When writing the Subject field, remember:



- Proper spelling and punctuation.
- 2. Do not use the subject line as the total message.
- 3. When replying make the subject field relevant.
- 4. Be clear and concise and keep content to a single line.

2. Causes of Ambiguity in e-mails



(i) Increasing Internet language, which includes abbreviations and shortcuts.



Influence of Short Message Service

Taken from the Guardian New Paper UK – March 3, 2014.

"My smmr hols wr CWOT b4 we used 2 go 2 NY 2C my bro GF: kids FTF LNY, it's a gr8 plc"

Translation:

"My summer holidays were a complete waste of time, before we used to go to New York to see my brother, his girlfriend and their three kids face to face. I love New York. It's a great place."

2. Causes of Ambiguity in e-mails



- (i) Increasing Internet language, which includes abbreviations and shortcuts.
- (ii) Multitasking during message composition which contributes to carelessness and mistakes.
- (iii) Concluding that something said verbally can be equally understood by e-mail.

According to good Netiquette, is there a time when to send emails and a time when not to send e-mails?





In modern business it is not the crook who is to be feared most, it is the honest man who does not know what he is doing.

William Wordsworth





What To Think About Before You Hit "Send"

- 1. Use "cc" sparingly.
- 2. Make one point per e-mail.
- 3. Be mindful of your tone.
- 4. Don't forward chain e-mails.
- 5. Use proper grammar and punctuation.





A slip of a foot you may soon recover, but a slip of a tongue [finger] you may never get over.

Benjamin Franklin



Netiquette



The correct and acceptable way of communicating on the Internet