

Download Email Etiquette Netiquette For The Information Age

In this age of fast changing technology, email is the preferred and often most efficient form of business communication. Yet many organisations overlook the etiquette framework that should be in place when using this very important business communications tool. Netiquette. Netiquette, a colloquial portmanteau of network etiquette or Internet etiquette, is a set of social conventions that facilitate interaction over networks, ranging from Usenet and mailing lists to blogs and forums. This post was provoked by a discussion with a UK-based professor (let's call her Rebecca Smith, not her real name) who mentioned on twitter that she had received an inquiry about a PhD application by email from someone addressing her as "Hey Rebecca!" Was this a faux-pas on the applicant's part? You may think it... In the age of the Internet, you might find yourself clicking "reply," typing up a quick response, and hitting "send" without giving so much as a thought about what you've just written.