

# Careers

## Did you know?

A 2001 study showed that 90% of teens use email. About 74% of those online use instant messaging. This means plenty of opportunities to Develop very un-businesslike habits When it comes to communication

People often view email as a less formal means of communication. This can be true when emailing family members and friends, but it is always better to veer more towards the formal side when you're reaching out to someone concerning business.

## Real-world Communication

How can I use the phone and email to communicate effectively with adults?

**Formal or informal**  
Young people discover that communicating effectively with adults or employers requires different skills than those they use with friends. It is important to know when and how to adopt the more formal, correct etiquette, for both phone and email communications. When young people talk to each other on the phone, or send emails via the internet, they use slang, code, and "creative"

punctuation (if any). They need to know that communicating with adults or employers calls for a more formal approach. If they want to be taken seriously when networking, applying for a job, soliciting information, or functioning in a workplace, they must use the proper etiquette for phone and email exchanges. Today, we'll talk about how to use the phone and email in business situations. If you call a friend and a parent answers, do you speak to them differently than you would your friend? Are you a little more

polite and formal? Most of us have different "phone voices" for different circumstances. With friends it's okay to be relaxed and informal. But adults expect a little more. Everyone needs good telephone skills to be taken seriously and make a positive impression. There are some basic skills everyone ought to know.

**Email**  
Besides talking on the phone, how else do you communicate with friends? When you send an email to a friend, do you use full sentences, correct spelling and proper grammar?



### Your CareerScope

Using shortcuts and abbreviations when you email a friend is just fine. But when you email an adult, or someone you don't know well for information- you need to use a more formal and grammatically correct style.

## Email: The right and wrong way

We are used to using abbreviations and shorthand when texting or communicating within the office; however, this is not appropriate when emailing for business purposes. No matter who you're dealing

with, you should always check your spelling, grammar and punctuation. Shorthands like "SRY" or "PLS" are often not taken seriously in an office setting. Present yourself via email in a way that

lets the receiver know you are intelligent, professional and to be taken seriously. Know how to use your email address. Sending non-business related email, jokes, or chain letters reflects badly on you and shows lack of professionalism.

Make sure your email includes a courteous greeting and closing. Address your contact with the appropriate level of formality. A few additions of the words "Please" or "Thank you" go a long way. For clear communication, type in complete sentences and not random phrases