

# Business Texts



# Business Texting Etiquette

## ▶ General Guidelines

- If it can't be done in one message, it shouldn't be done in a text
- Use texts for urgent messages
- Avoid emojis
- Text only when you have an established business relationship and have permission to do so
- Don't text outside of their normal work hours unless asked to do so
- Sign off and clearly end the conversation

# Business Texting Etiquette

- ▶ Formatting
  - Complete sentences
  - Use please and thank you
  - Spell out your words
    - Avoid too many acronyms and abbreviations
  - Complete your words, complete your sentences, complete your thoughts
  - Include your name

# And, Finally...

- ▶ Proofread! Auto-correct can be dangerous!
- ▶ Respond promptly
- ▶ Use sparingly
- ▶ Don't text while in a meeting with other team members or customers
- ▶ Never relay bad news in a text
- ▶ Avoid being a “digital stalker”, choose to call, email or text, not all three unless truly urgent



Click on the button below to take the quiz for this session.

**QUIZ**