

## 10 ETIQUETTE TIPS FOR BUSINESS TEXT MESSAGES

### TIP #1



#### Get permission before you start texting people.

Just as you would ask a supervisor or colleague for their cell phone number so that you may call them, ask if it is also okay to text. If you are asked to share your cell phone number with a supervisor or colleague, then this gives permission on their end to contact them as well. Still, always ask if it is okay to text just to be on the safe side.

### TIP #2

#### Include your name at the beginning or end of your text unless your identity is obvious.

Remember that unless your supervisor or a colleague have added you to their contact list, they will only see your phone number, not your name – unless you include it.

*Hello*  
MY NAME IS

#### Also, check your display pics.

Some instant messaging services like WhatsApp allow you to upload your own display image or icon; this is true with iPhones too. Make sure your display image or icon would be deemed professional by anyone in your business network that you may be messaging.



### TIP #3

#### Text during normal business hours.

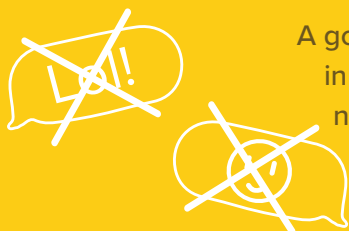
Texting can be fast and effective, but only when it's sent at the right time. Sending text messages to supervisors or colleagues too early, too late or even on weekends may cause unnecessary frustration. Stick to your normal work hours when sending texts. If calling out due to an illness or other reason, call and/or send an email, do not text!



Read 4:59 PM

Yes, hello

### TIP #4



#### Be Professional. Watch your abbreviations:

A good rule of thumb is to only type what you would be comfortable saying out loud; in fact, it is good practice to read a text out loud to yourself before hitting send. Do not use abbreviations such as "lol" or "np" for example. Do not use emoji's - every piece of communication reflects your professionalism, including a simple text. Reserve emoji's for your personal correspondence instead.



## 10 ETIQUETTE TIPS FOR BUSINESS TEXT MESSAGES

### TIP #5

#### Be courteous.

Being courteous means using a greeting and a positive tone, and, always use manners such as please and thank you.



### TIP #6

#### Proofread before clicking send.

Texts are a written medium, so make it easy for your supervisor and/or colleagues to read them. If you blame autocorrect or the voice-to-text feature for silly errors, you do not come across in the best light. Slow down and “approve” the words on the screen before you send them and always double check when using the voice-to-text feature.



### TIP #7

#### Get to the point

Text messages should be concise. Nobody wants to read a paragraph long text message – that should be reserved for an email. Keep your text messages short and straight to the point. Also, do not communicate the same message by text, email, and phone. Choose the appropriate medium and stick with it!



### TIP #8

#### Do not send confidential information.

Never send confidential or personal information through text messages such as social security or credit card numbers. If you need to send information in addition to the messages, send it as a link to a secure document or web page.



#### Limit Frequency.

### TIP #9

Keep your text communication to a minimum unless initiated by your supervisor or a colleague. Only send a text message when it's important or relevant to your audience. Never mass blast (group message) non-relevant messages to everyone on your team. In fact, group messages should be avoided altogether for business purposes.



### TIP #10

#### End conversations properly.

Since text messages can go on forever, make sure you properly end the conversation so your supervisor or colleague knows that it ended. A simple “thank you” or “thank you for your time” followed by your name can express closure.

thank you

thank you for your time