



Ten Texting Dos and Don'ts

1. Don't send a text if you should make a call. If you know that the subject of your communication requires back and forth communication, pick up the phone or send an email.
2. Don't text bad news. Evaluate when a phone call or a meeting is in order.
3. Don't type in CAPS. It's shouting!
4. Don't assume that people know acronyms... like TTYL (talk to you later) or JK (just kidding).
5. Use punctuation to maintain professionalism.
6. Proof your messages. Take a moment to review your copy before you press send.
7. Get to the point. If you have a lot to share, consider calling.
8. Include your name and title at the end of the message.
9. Return text messages if someone sends you one.
10. Show respect and courtesy. If you would not say your comment to someone's face, don't text it.