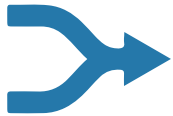# EFFECTIVE VIRTUAL COMMUNICATION

New Message

TO:

CC:

BCC:

Copy with Caution ❗

Copy others when the correspondence is applicable to more than one person. Blind copy only when contact information of other individuals should not be visible.

SUBJECT: Use a clear & concise descriptor to make immediately clear the topic of the conversation.

WHO?

Acknowledge your audience and address individuals you are communicating with specifically.

Focus & Format

Keep communication concise and to the point. Avoid lengthy paragraphs by breaking writing into smaller, concentrated sections.

Use "I" Statements

Address opinions with "I" statements that communicate personal understanding and point of view.

Demonstrate Listening Skills

Reiterate questions or comments prior to responding to indicate understanding.

Respect

Be thoughtful and participate in conversation; ask questions to clarify and relfect on the tone of written text.

Closing

Use a proper sign off in closing of virtual communication. Closing can be formal or casual but should include your name with title and/or contact information as applicable.

Content

Use appropriate language and avoid sarcasm when writing virtual communication. Appropriately use intensifiers (bold, italics, capitals) and/or emoticons to convey meaning.

A Tᴵ **B** *I* U

Proofread 📖📖

Always examine written communication prior to sending. Review spelling, grammar and tone as well as intent and clarity.

instructional support
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