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Illinois Center for Specialized Professional Support,
Illinois State University, College of Education



Professional Communication

Aime'e Julian, PhD
Illinois Center for Specialized Professional Support (ICSPS)
Illinois State University



- All attendees currently muted.
- Please 'introduce' yourself by typing your name in the chat box and each time you speak.
- Please use chat box to ask questions.
- Engage and **PARTICIPATE!**



Agenda for today...

- Email Etiquette
- Effective Email Communication
- Empathy and Productivity – a Fine Partnership

15 Email Etiquette Rules to Follow...

1. Include a clear, direct subject line.
2. Be polite.
3. Think twice before hitting 'reply all.'
4. Include a signature block on all emails.
5. Use professional salutations.

15 Email Etiquette Rules to Follow...

6. Use exclamation points and ALL CAPS sparingly.
7. Be cautious with humor.
8. Know that people from different cultures speak and write differently.
9. Reply to your emails – even if the email wasn't intended for you.
10. Proofread every message.

15 Email Etiquette Rules to Follow...

11. Add the email address last.
12. Double-check that you've selected the correct recipient.
13. Keep your fonts classic.
14. Keep tabs on your tone. Show respect and restraint.
15. Nothing is confidential--so write accordingly.

Tips for Effective Email Communication

- ✓ Practice being clear and concise with your message.
- ✓ Before sending, ALWAYS reread your message and double check for grammar and misused words.
- ✓ Copy back salient points when replying to an earlier message.
- ✓ Realize that once your message is sent, it's difficult to recall.
- ✓ Practice the 24-hour rule when you're upset.
- ✓ Avoid sh-cuts and abbr. in biz email msgs.
- ✓ Don't forward viral messages.



Sample Email Exercise 1

Sample email one:

Subject: tomorrow

As you know, tomorrow afternoon we'll be meeting to discuss the status of all of our current projects. Donuts will be provided. Be sure to arrive on time and bring along the materials you have been working on this week—bring enough copies for everyone. Some of these materials might include your calendars, reports, and any important emails you have sent. Also, I wanted to remind you that your parking permit requests are due later this week; you should turn those in to Ms. Jones, and if she is not at her desk when you stop by, you can email them to her.

Sample Email Exercise 2

Subject: materials for Wed. staff meeting

Hi, everyone—

For tomorrow's 3 p.m. staff meeting in the conference room, please bring 15 copies of the following materials:

- Your project calendar
- A one-page report describing your progress so far
- A list of goals for the next month
- Copies of any progress report messages you have sent to clients this past month

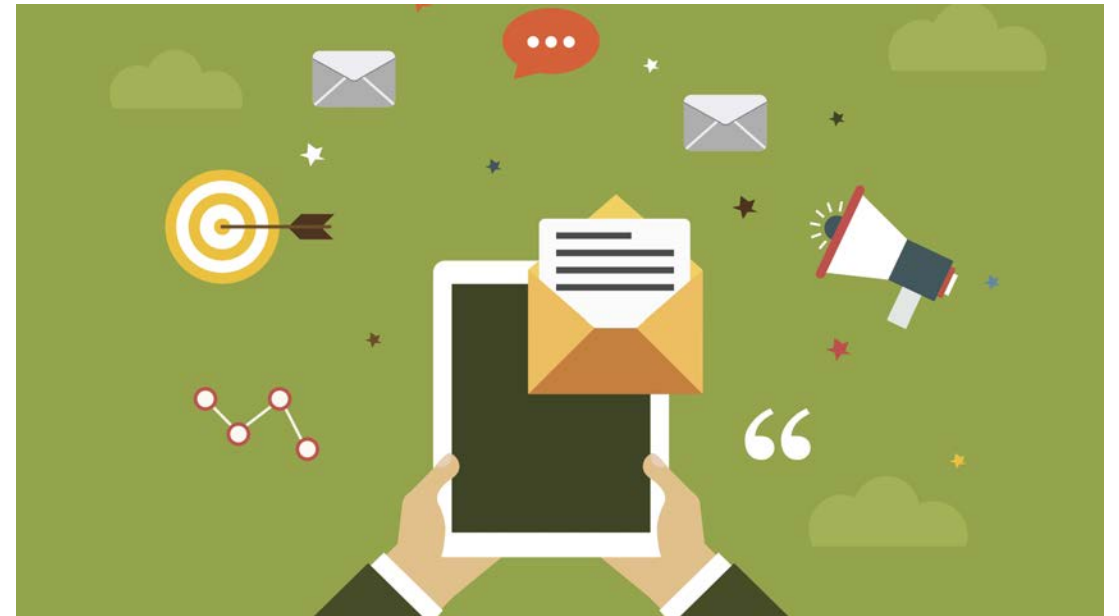
See you tomorrow—

Jane

Email Exercise Discussion...

Which version do you think is most effective?

Why?





Takeaway Tip 1 ... the missing element in email is rapport.

Let's look at a typical email message:

What was written: OK will see if I can manage.

What was heard: I already have loads of work but because you are obnoxious, you are piling on more. I will do it because I have no choice. What do you think I am, a donkey?!

What could have been written: I will get to it as soon as I am done with the other stuff on my schedule. It might be some time though, is this urgent?

Read more at: <https://www.skillsyouneed.com/rhubarb/effective-emails.html>

Takeaway Tip 2 ...keep it short and sweet.

Use this foolproof formula:

- Two lines personal opener
 - One paragraph (4-5 lines) body of the issue
 - Two lines next actions or desired outcome
 - Two lines closure on a warm note
-
- Read more at: <https://www.skillsyouneed.com/rhubarb/effective-emails.html>

Takeaway Tip 3: The Coffee Cup Rule

- If it's a critical email, **DO NOT** under any circumstances send it right away.
- **Write the email and then save it as a draft** before you send it (especially for those middle-of-the-night, half-asleep missives). Ask a critical friend to read it over for you.
- Leave the email in the draft folder and have a cup of coffee before you hit that send button. You will see the email in a new light after that cuppa... promise!

Read more at: <https://www.skillsyouneed.com/rhubarb/effective-emails.html>

Takeaway Tip 5: The OHIO Principle

The OHIO principle is to **Only Handle It Once**.

When opening a new email, decide immediately what action you should take. Email is divided into three categories:

- Read it straight away, respond (or forward), and file
- Read it to the point where you determine it requires action later and send it to the to-do list
- Label as one not worth reading and delete

Takeaway Tip 4: Be Kind

- Do not write anything in an email that you would not say to a person to their face.
- Many people choose to use email as an excuse to hide behind their computer monitors but sadly that's not how things work in real life. An ugly, rude email is the worst, most incriminating evidence and can do much more damage than a few harsh words exchanged face-to-face.
- Read more at: <https://www.skillsyouneed.com/rhubarb/effective-emails.html>

Time Management / Time Blocking



Empathize and Recognize

- Ask how people are doing and take the time to listen.
- Encourage small sprints.
- Recognize accomplishment.

“Continue to take deep breaths, seek out good news stories and share these with colleagues or friends. Take regular breaks to manage emotions, and, where safe, get fresh air and physical exercise. If this isn’t possible, adapt your work environment, such as separating spaces at home for work and down time.”

How to Steer Your Company Through COVID-19: Start with Empathy

April 6, 2020 Gordon Rudow Partner at Oliver Wyman



What questions do you have?



Aime'e Julian, PhD

Director

**Illinois Center for Specialized
Professional Support**

✉ alafoll@ilstu.edu

☎ 309-438-5122



Thank you for
your time &
attention.