## 

## BUSINESS COMMUNICATION ETIQUETTE POLICY

<Organization Name> encourages employees to be courteous, tactful, and considerate when communicating with internal and external clients. Each employee must respectfully communicate with their coworkers and business contacts. This policy outlines the etiquette that every employee in this organisation must practice when engaging in any form of business communication.

SCOPE

This policy applies to all <Organization Name> employees engaging in internal and external communications.

POLICY

Communication should help both parties and <Organization Name> operate effectively. Every employee is expected to adhere to the following, whether communicating in person or on any communication platform (including email, text, phone, messenger platform, etc.):

* Treat co-workers and clients with courtesy, friendliness, and helpfulness.
* Privately and discreetly resolve disagreements, avoiding gossip and backbiting, and communicating directly with the other parties involved to resolve conflicts.
* Constructive criticism that clarifies or instructs is welcome but must be delivered with respect and tact. Destructive criticism should never be used.
* Do not shout, yell, use vulgarities, or swear at co-workers or clients when communicating over the phone or in-person.
* Do not make discriminatory or harassing remarks and comply with the company’s anti-harassment and discrimination policies, including the sections on bullying and psychological harassment.

**Phone Etiquette**

When answering phone calls, <Organization Name> employees must follow these guidelines:

* Answer a call within three rings whenever possible.
* Introduce oneself by saying, "Thank you for calling <Organization Name>, this is [name]. How may I help you?"
* Use a friendly tone.
* Listen actively and allow the caller to finish before responding or asking follow-up questions.
* Avoid using speakerphones.
* Summarize the discussion before hanging up.
* Thank the caller for the call.

If a call is to be transferred, be sure to transfer it to the right person. Keeping a list of local numbers beside the phone is encouraged.

**Email Etiquette**

When sending emails, <Organization Name> employees must follow these guidelines:

* Ensure the following details appear in the signature line: employee name, title, contact number, company name, and company logo.
* Use a professional, brief, and straightforward subject line.
* Use a professional tone in the email itself.
  + Exceptions can be made if the other party you are corresponding with has expressed a desire to have more informal emails.
* Respect others' time and inbox space by limiting responses to those who actually require the information.
  + Avoid cc’ing or bcc’ing unnecessarily.
* Review the contents of emails before forwarding them to avoid sending sensitive information.
* Respond to emails, both internally and externally, promptly.
* Avoid attachments, especially if files are not from within the company’s secured network.
* Double-check the recipient and proofread content before sending.

**Chat Etiquette**

<Organization Name> recognizes that chat platforms have become essential as office dynamics change. When using chat or messaging platforms, <Organization Name> employees must follow these guidelines:

* Use the chat for quick answers.
  + Otherwise, use emails or voice calls for a more thoughtful response.
* Start a chat with a greeting, introducing oneself when communicating with the recipient for the first time.
* Respond to messages promptly.
  + This includes saying if you cannot respond until a certain period of time so that the sender knows that you are working on their request.
* Maintain a professional tone in both internal and external chats. Never say anything you would not say out loud.
* Avoid getting distracted or distracting others. Limit chats to work-related concerns.
* End a chat appropriately with at least a “thank you.”
* Keep your status up-to-date on the chat so that others know when you are away or in a meeting and won’t expect a response immediately.