Say What? Professional Communication

Verbal Communication
- Greet your colleagues in a professional manner. Don't use nicknames unless you are invited to.
- Pay attention to your verbal speech patterns, and work to correct anything that may be seen as unprofessional, such as phrases such as "like," "um," "you know," or noise distractions including tongue clicking or ending sentences with a verbal uptick.
- Stay away from taboo subjects such as gossip, politics, religion, and salary information. Especially stay away from bashing your colleagues.
- When preparing for a presentation, be sure to practice it fully at least once. This will help you ensure that you are covering all of the needed information in a way that makes sense.

Written Communication
- With an email, make sure you have key information in your subject line. Don't just write "meeting," instead include necessary details like "Budget Meeting Requested for Tuesday Afternoon."
- The way you email your colleagues is not the same as the way you text your best friend. Limit use of emojis, slang, and abbreviations.
- Double and triple check your spelling and grammar. If you struggle with this, use a resource like Grammarly to check your emails and documents for you.
- Form your emails like a letter you would send to your grandparents. Have a greeting, a full body with complete sentences, and a closing.
- Explain why you are emailing and what you need in response. "I've attached the slides for the presentation on Friday. Please let me know if there is anything you would like added to your section."
    - Of course, with this, also make sure that you actually attach the slides, or whatever form the attachment(s) are.
- Recognize that sometimes email isn't always the quickest or most convenient. If you need a response quickly, or feel that the conversation could lead to dozens of emails back and forth, it may make more sense to call instead.
- Use Reply All and the Urgent function only when absolutely necessary.
- Some companies may have standardized expectations for emails and other materials (particular fonts or colors, an already-created PowerPoint scheme, etc.) that you will need to follow.
- If your organization uses a messaging service such as Slack or Skype, still follow the email rules of full sentences with correct grammar and spelling, instead of using texting language or emojis.

Social Media Tips
- Understand there's a difference between showing your professional side and your personal side. If you look at a picture or post and have even the slightest feeling that it might cost you a job interview, then it's worth taking down.
- Make sure your information is consistent across each platform. If your resume says you went to Albright College, then be certain Albright is also listed on Facebook and LinkedIn.
- Use privacy settings to your advantage, and routinely check to make sure privacy settings have not been changed.

General Tips
- Always be as polite as possible. "Please", "thank you", and "may I" will make a huge difference.
- If you make a mistake, own up to it. Sometimes you accidentally hit reply all. Sometimes you may forget someone's name. It happens to everyone – just apologize and move on appropriately.