

# Professional Development

## Electronic Communication Etiquette

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# About the Presenter

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# Outline

- Business Communication Medium
- Business Etiquette
- Do's and Don't of Email Composing
- Instant Messengers





# **Business Communication Medium**

# Business Communication Medium

- Face to face/over the phone
- Written
  - Formal
    - Letter
    - Agreements/MoU
  - Semi-formal
    - Email
  - Informal
    - Instant Messengers





# Selection of Ways to Communicate

- Significance
- To whom
- Time constraints
- Level of formality
- Number of recipients





# Business Etiquette

# Business Etiquette

- Dress appropriately
- Be punctual
- Be courteous to everyone, irrespective of position
- Be always polite
- Listen
- Be aware of surroundings/respect personal space
- Consider level of formality
- Acknowledge



# Challenges of non-face-to-face communication

- Timing
- Body language/expressions
- Sensitive matters
- Miscommunication



# Email Etiquette

# Emails – To do

- Your email address
- Subject
- Greetings
- Short paragraphs
- Clear and concise
- Sign-off
- Proof-read
- Grammer & punctuations

# Emails – To do

- Formatting
- Respond/acknowledge
- Don't forget the attachments
- Following up
- Use CC and BCC appropriately
- Use 'reply all' wisely
- Out of office/auto response



# Instant Messages

# What to do when using Instant Messaging

- Greeting
- Don't send a lot of separate messages
- Respect offline status
- Not too much emojis
- Leaving people on "seen"
- Avoid Typing in All Caps: TYPING IN ALL CAPS IS OFTEN INTERPRETED AS SHOUTING.
- Abbreviations
- Proper ending







# Bonus Topic

# Audience choice

- CV Writing Tips
- Body Language & posture
- CA Exam Tips



# Discussions



**Thank you**