

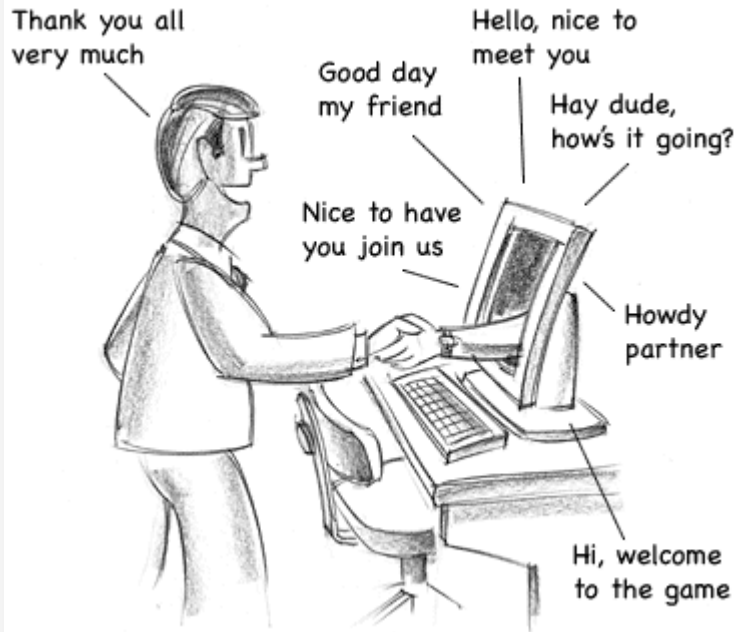
“Netiquette” and Building Effective Relationships

August 25, 2015

Goals

- Develop effective email communication
 - Benefits - can lead to quicker, more productive responses
- Build collegial relationships during time at Columbia and after in career

What is “Netiquette?”



- “Network etiquette”
- Effective writing in email and online communication
- <https://www.insidehighered.com/views/2015/04/16/advice-students-so-they-dont-sound-silly-emails-essay>

“Netiquette” Tips

- Use a clear subject line
- Address the person appropriately
- Use standard grammar, punctuation, capitalization, and spelling
- Be aware of entitlement, demands, pushiness, etc.
- Be concise, but also include important details
- Show research effort
- Keep open-ended questions to a minimum (hard to answer, which means it does not get responded promptly if the person is busy)
- <https://www.insidehighered.com/views/2015/04/16/advice-students-so-they-dont-sound-silly-emails-essay>

Sample Email 1

Subject: Help!

Dear Sir/Madam,

I need help with choosing courses. I am an MS student in the Machine Learning track in my second semester. Please let me know what courses I should take. I have already taken COMS 4771 and COMS 4252.

Bob

Sample Email 2

Subject: Concerns with course grade

Dear Professor,

I am concerned with my grade in your course. I really need an “A” in this class. What can I do? Is there extra credit?

Lisa

Sample Email 3

Subject: When is registratoin?

Angeles,

When can I register for classes? How do I do this? I don't know where that information is posted. Please respond ASAP.

:)

Mary

Sample Email 4

Subject: application for internship

(body of e-mail blank)

Attached: Resume.pdf

Why Are “People Skills” Important?

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“I have excellent people skills. I can dominate a conversation, dish out criticism and flatten an ego better than anyone!”

“Good people skills can help you build productive and respectful work relationships/environment.”

Share your thoughts?
Why do you think people skills are important?

Key Points from Mindtools Quiz

Effective people skills require you to:

- be an active listener (key to understanding others - perspectives, etc)
- be open minded. Your misperceptions, misinterpretations, missing information, stereotypes, and assumptions could make it difficult for you to understand the real message (ask questions to clarify, etc)
- be mindful of non-verbal communication/signals (e.g personal space)
- respect and manage differences - differences or conflicts are not “bad” but could be an opportunity for significant, positive change
- know the difference between destructive criticism vs. constructive criticism
- be appropriately assertive (assess when and how to be assertive)
- have basic courtesies (e.g. “Thank you!” goes a long way)
- What key points did you see in the quiz and the results?

Case Studies

1. Group work difficulties - you are working with a group of 3 students. One of the students is not carrying the weight - does not meet the deadline that the group set out. What steps would you take to resolve this problem?
2. You have been interviewing for your summer internship position. One company offers you the position and pressure you to commit. But, you would like to wait to hear from another company for which you interviewed. What would be the best approach?