



Workplace Communication

Best Practices

A Guide to Not Being *That* Co-Worker

What's Your Office Pet Peeve?

- **The “Reply All” Apocalypse**
- **The “URGENT” Email... That Isn't**
- **The Unmuted Mic (Heavy Breathing)**
- **The “Ghost” (No Camera, No Reply)**

We all have blind spots. Today is about finding them!



Our Goal Today

Think before you act.

Be nice.

That's it. That's the whole presentation.

Part 1: The Digital Dilemma

Before You Send, T.H.I.N.K.



TONE

Can this be misread? If you're stressed or angry, your email will sound stressed or angry. **If in doubt, pick up the phone.**



INCLUSION

Does everyone on this email **really** need this? Be the hero who breaks the "Reply All" chain. **Use 'Reply' not 'Reply All'.**



KINDNESS

Are you sending this while angry? **Never send an email when you're mad.** Wait 10 minutes. It's a career-saving habit.

Settings

[General](#) [Labels](#) [Inbox](#) [Accounts](#) [Filters and Blocked Addresses](#) [POP/IMAP Download](#) [Add-ons](#) [Chat and Meet](#) [Advanced](#) [Offline](#) [Themes](#)










Language: North Carolina State University Mail display language: [Change](#)
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Maximum pages per page: Show conversations per page

Undo Send: Send cancellation period: seconds

Default reply behavior: Reply
[Learn more](#) Reply all

Hover actions: Enable hover actions. Only gain access to archive, delete, mark as read, and snooze controls on hover.
 Disable hover actions

-  Compose
-  Inbox
-  Starred
-  Sent
-  Scheduled
-  Drafts
-  All Mail
-  Trash
-  More

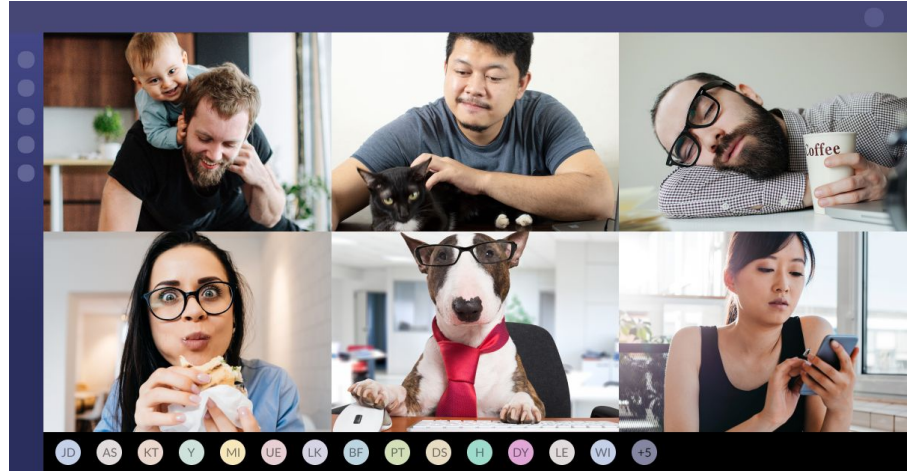
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Part 2: The Meeting MVP

Be a Meeting MVP

- **Keep Your Video On ... Most of the Time**
Zoom gatherings serve as rare moments of connection, so seeing everyone's faces takes on extra weight.
- **Find the Camera**
eye contact – albeit virtual – is still an effective way to create a feeling of connection.
- **Be On Time**
In the real world, showing up early can be smart. With Zoom, as a guest in someone else's meeting, being early doesn't always accomplish much.
- **When in Doubt, Mute**



The Solution: The 5-Second Pause

5

Second Pause

Before you act, just... wait.

- ✓ **Kindness Filter:** Is this nice? Is this respectful?
- ✓ **Clarity Filter:** Is this clear? Am I respecting their time?



The Goal Isn't Perfection. . .

It's to be mindful.

“Being nice costs nothing, and the returns are huge.”

Questions?

(Or your favorite pet peeve I missed!)