



Online Etiquette in a Professional Environment

Recommended for Adults

The daily routines and tasks of the workspace environment may have changed, but what hasn't changed is the importance of communication. Now more than ever, communication is the key to a successful day at work, whether you are working from home or at your work location. We may be physically disconnected, but there are still a variety of platforms we use to exchange information (emails, video communication, phone calls, and text messages). To navigate through this new environment, here are some helpful resources for professional growth related to online etiquette and other work topics.

General Etiquette

Books and Audiobooks

How to Win Friends and Influence People in the Digital Age by Dale Carnegie and Associates, Inc. The way we interact with people has changed, but the goal has not, we still want to make a good impression and be more productive with our communication. In this digital age, it can be easy to have miscommunication and confusion. With David Carnegie's common-sense approach, you will be able to learn new techniques to bring a positive approach with the way you interact with people like in the workplace.

Catalog Link: <https://tinyurl.com/y2qbu7mm>

Kill Reply All: A Modern Guide to Online Etiquette from Social Media to Work to Love by Victoria Turk

Focusing on work, romance, friendship, and community, this book is helpful for online etiquette. In a humorous approach, this quick reference guide supplies various tips and suggestions for emails, de-cluttering, when to send an email, and much more. The purpose of the book is to navigate your day without running into miscommunication or awkwardness.

Catalog Link: <https://tinyurl.com/yysoo5kz>

Online Courses and Videos

- Digital Body Language with Erica Dhawan (Lynda.com) <https://tinyurl.com/yc48rqtq>
- Business Etiquette (Universal Class) <https://tinyurl.com/y9sco8tz>



Email, Telephone, or Text Communication

Who doesn't like to do less work? The best way to achieve it is with effective communication, whether you are talking in person or via emails. Did you know that there is way to inform a colleague about a task without them having to respond? Or to let them know that you need an urgent response? Improve your professional email and phone conversations with the following resources.

- Business Etiquette: Phone, email, and Text with Suzanna Kaye (Lynda.com) <https://tinyurl.com/y8ufh5xl>
- Writing Emails with Jody Steiner-Williams (Lynda.com) <https://tinyurl.com/ybsy49fs>
- Tips for Writing Business Emails with Daisy Lovelace (Lynda.com) <https://tinyurl.com/yc4mee5p>
- Writing Effective Emails in the Workplace (Universal Class) <https://tinyurl.com/ybnxlfm4>
- Telephone Skills and Customer Service (Universal Class) <https://tinyurl.com/y9e4q2av>
- Effective Communication 101 (Universal Class) <https://tinyurl.com/ybk9xngh>

Team Communication

If working in teams wasn't challenging enough, being in an online environment makes it even harder! The same goes with managing a team. We've compiled some courses that will help you collaborate more effectively.

- Business Collaboration in the Modern Workplace (Lynda.com) <https://tinyurl.com/yautdrqp>
- Managing Virtual Teams with Phil Gold (Lynda.com) <https://tinyurl.com/yb29e22o>
- Leading at a Distance with Kevin Eikenberry (Lynda.com) <https://tinyurl.com/y8bmn8bd>
- Collaboration Skills (Universal Class) <https://tinyurl.com/ya4pl77m>

Job Interviews

Whether you've been laid off, looking for new opportunities, vying for a promotion, or improving interview skills just in case. With an increase in remote communication, there is the possibility that a phone or video interview will be required by the employer. The following short videos will aid you in achieving a great interview to land that new job or promotion.

- *How to Nail a Phone Interview* from the course, "Recovering from a Layoff with Brie Reynolds" <https://tinyurl.com/ydeqhp6r>



- *Phone and Video Interviews* from the course, “Finding a Job with Jolie Miller” <https://tinyurl.com/yba2c4yo>
- *Phone and Video Based Remote Job Interview* from the course, “Finding a Remote Job with Mike Gutman” <https://tinyurl.com/yavjushp>