

The Golden Rules of Tech-etiquette

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Rule #1: Don't be an "Exhibition talker," who forces strangers to listen to your lengthy cell phone conversation when they have no way out because they're standing in line at the post office, waiting in a doctor's office or sitting on a bus, plane or train.

Rule #2: Don't be a "Techno-pest" who types e-mails while talking on the phone. The tapping sound of the keyboard indicates your lack of interest in the conversation.

Rule #3: Don't say "excuse me" in the middle of a conversation so you can rudely answer your cell phone and casually talk to someone else for a few minutes or more.

Rule #4: Don't cause "Cell bump" by making someone bump into you when you stop short to grab your ringing cell phone from your purse or jacket.

Rule #5: Do begin your e-mails with a greeting like, "Hello" or "Good Morning."

Rule #6: Don't be a "Crackberry" addict and tap away on your blackberry or text messaging device while in the middle of a face-to-face conversation with someone.

Rule #7: Do reply to e-mails with "Got it" or "Thanks" whenever someone e-mails you information you requested, even when that person doesn't ask you to confirm receipt.

Rule #8: Don't use e-mail as a tool to say something you would not have the courage to say in person. Expect that one day you will face that person and he/she will remember every word you wrote.

Rule #9: Do remember that an e-mail reflects your personal image. If you misspell words, it could indicate to some people that you are lazy or lack education.

Rule #10: Don't discuss personal or revealing information on your cell phone when in public. Assume that whatever you say about yourself or others will appear on the front page of The New York Times.

Read *Instant Persuasion* for the "must-know" communication do's and don'ts
and visit www.lauriepuhn.com

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