BUS 301
EMAIL PROTOCOL FOR TEAMS

Good teamwork requires good communication. Most of us use email as an important means of communication. However, there are some rules that will help you to make this medium of communication more effective.

Communicating with your instructor. When communicating with your instructor, please observe the following rules:

1. If you are asking for clarification about readings, homework assignments or any other part of the course, ask your teammates <u>first</u>. Someone may know the answer and may be able to help you with it. The idea of teams is to create a support network of peers.

2. While you should rely on your team, please make sure you do not become a *nuisance*. This can happen if you start relying on others for things that you should know from visiting the course website or listening to instructions in class.

3. If your entire team is unclear, appoint <u>one</u> person to send an email to the instructor. Copy everyone in your team on that email and request that the instructor use the "REPLY ALL" button. This way everyone will get the answer without the need for multiple emails. *(Remember, the fewer emails your instructor gets, the faster he or she can respond to your questions).*

Communicating with each other. When communicating with each other, develop your own email team rules. Here are some suggestions:

1. Everyone on the team should create a team email list and test it to make sure it works.
2. All emails pertaining to team meeting times, places, drafts of answers, and other areas of team decision-making, should be copied to all team members.
3. Agree on what is expected in terms of proper response time to answer emails.
4. Make sure your subject line is clear (e.g. BUS 301, Case # 2). This way you can search for any emails you need to find.
5. Keep your emails short and to the point. Try to remove previous emails in a back and forth exchange if the previous messages are not useful.
6. If after multiple emails you are having difficulty communicating, it is time to either pick up the phone or have a face-to-face meeting on that issue.
7. Use the urgent flag on email messages sparingly and only for genuine emergencies or rapid response needs. (*Remember the boy who cried wolf*).
8. ANGRY at your teammate? Save your email to the DRAFTS folder and sleep on it. Do not hit that send button until you have had a chance to cool down. Remember, words cannot be taken back.
9. Watch your tone. Email is an impersonal medium. Do not use language that may be misconstrued. (For example, using !!! may be seen as a sign of exasperation). Remember that your audience cannot read your body language and figure out whether you are being hostile, angry, or simply joking.
10. Do not SPAM (send jokes, junk mail or other material) to your teammates unless you all have previously agreed to share such items.