



SASI PRESENTS:



July 26, 2013



Most SDES employees on campus use e-mail as a tool for communicating with colleagues, students, parents, and the UCF community. Did you ever take a moment to think...am I using the appropriate e-mail etiquette? Am I getting my message across properly? SASI hosted an e-mail etiquette workshop to inform the audience on this topic.

On July 26 2013 in Career Services 121, SASI sponsored an overview of the importance of e-mail etiquette to allow for effective and efficient communication within the workplace. Concepts included perception of language, knowing one's audience, information that should and should not be provided, etc. The guest speaker was Jennifer Wright, director SDES Integrity and Ethical Development.



**Jennifer Wright, Director
Office of Integrity and Ethical Development
Ferrell Commons Room 142
407-823-3477**

**Office of Student Rights and Responsibilities
Division of Student Development and Enrollment Services
Funding Provided by Student Government Association**

IED College Life Skills Coaching Sessions

Different Roles Played in IED:

Public Relations Representative (Script Writer)



- How to approach a Professor about a grade, an assignment, dealing with multiple absences, a comment made in class,
- How to approach a student within a group project setting about work ethic, communicating better, meeting deadlines, etc.
- How to approach a roommate regarding cleaning, noise level, respect of property, visitors and guests, etc.

Trouble Shooter (Ethical Decision Maker)

- “Are we going to get into trouble for this?” Potential violation of the Golden Rule
- “I’m I going to get into trouble for this?” Potential implicated in a violation of the Golden Rule
- “Big Picture” analysis of a situation – “If I do this, what could happen next?”



Referee (Ground Rules Facilitator)

- For a group of students working on a semester long project
- For living spaces (roommates) to avoid conflict and explosive confrontations
- For leadership boards to establish effective and efficient ways of communicating with one another, handling conflict within the organization, and solving difficult problems



Student Advocate

- Handling conflict with another member of the UCF community
- Being “bullied” through social media (Facebook, Twitter, Email, Text Messages)
- Assisting students who feel the only the way to be perfect, to be the best, to live up to others expectations, etc. is to engage in academic dishonesty
- Dealing with peer pressure in having to do something you know is not right and/or you do not want to be a part of

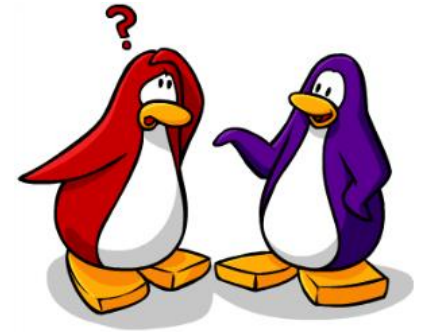


- One-On-One 60 – 90 Minute Sessions (Groups Welcomed Too)**
- Flexible Appointment Schedule**
- Learn Skills and Strategies for Immediate Results**
- CONFIDENTIALITY**

IED Outreach Programming Services

“The Conversation”

- An opportunity for roommates, teams, leadership boards, group project teams to come together through a facilitated workshop on:
 - how to communicate with each other
 - setting effective and efficient ground rules
 - getting to know each others strengths and triggers
 - knowing how to approach each other when there is a conflict
- Coupon for a Free Large Pizza!



College Life Skills Workshop Series

- How to Demonstrate Ethics in the Classroom
- Creating a Peaceful Living Space with Roommates
- The Art of Email Etiquette
- Handling Group Dynamics
- Living the UCF Creed
- The Practice of Thinking Before Speaking



Communicating More Than Information

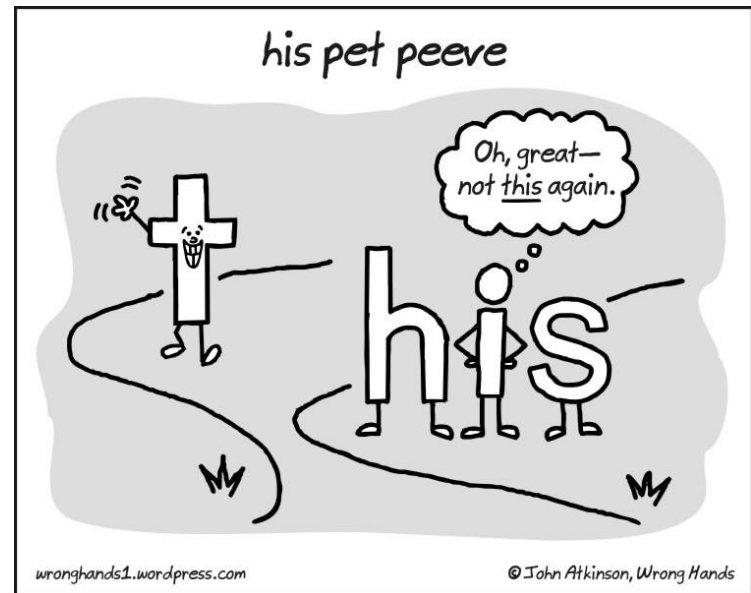
“Reading” into Email Messages

1. Perception – Judgments & Opinions
2. Abilities & Capabilities
3. Work Ethics & Pride in One’s Work
4. Attitude of Response
5. Reliability
6. Personality
7. Reputation
8. Learning Opportunity



Pet Peeves of Email Message

What are Your Pet Peeves Regarding Email Messages?



Composing an Email Message

Things to Consider

1. What outcome are you looking for?
2. What do you want in return?
3. Who is your audience(s)?
4. How could use of a word, a saying, language, etc. be perceived by the audience member?
5. If I was being asked to fulfill such a request, what would I want to know?
6. What if the email was forwarded on to someone else?



Thank You
for Your Time
and Attention

Have a Great Weekend!



Email



Etiquette



Email

Etiquette

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