Business Communications

1. Refer to organization's Policies & Procedures
2. Understand your organization's culture
3. Use the established stylebook/style sheet in correspondence
4. Taking neutral or objective tone to discuss the Strengths, Weaknesses, Threats and Opportunities of topics, programs, plans, etc.
1. Ask yourself; is this a safe place for discussion or does the audience want to hear ONLY what they want to hear?

Suggested Material

- Many trade, technical and/or scholarly periodicals also have their own style sheets. First reference for spelling, style, usage and foreign geographic names: The Associate Press Stylebook, Revised Edition; Addison-Wesley Publishing Company, Inc., New York.
- Second reference for spelling, style, usage and foreign geographic names: Webster's New World Dictionary of the American Language, Second College Edition; Simon & Schuster, New York.
- First reference for place names in the 50 states: U.S. Postal Service Directory of Post Offices; U.S. Postal Service, Washington, D.C.

Other references:

- Bernstein, Theodore M. The Careful Writer: A Modern Guide to English Usage. Atheneum,1965.
- Bernstein, Theodore M. More Language That Needs Watching. Channel Press, 1962.
- Bernstein, Theodore M. Watch Your Language. Antheneum, 1958.
- Follett, Wilson (edited and completed by Jacques Barzum). Modern American Usage. Hill & Wang, 1966.
- Fowler, H.W. A Dictionary of Modern English Usage. Oxford University Press, 1965.
- The Chicago Manual of Style, 13th Edition. University of Chicago Press, 1982.
- Morris, William and Morris, Mary. Harper Dictionary of Contemporary Usage. Harper &Row, 1975.
- Shaw, Harry. Dictionary of Problem Words & Expressions. McGraw-Hill Book Co., 1975.
- Skillin, Marjorie E. and Gay, Robert M. Words Into Type. Prentice-Hall Inc., 1974. Strunk, William Jr. and White, E.B. The Elements of Style, Second Edition. The Macmillan Co., 1972.

Questions that must be asked:

1. Are there legal ramifications to my writing?
2. Are there departmental/corporate consequences to my writing?
3. How will this E-mail affect my professional image?
4. Am I handling this diplomatically?
5. Do I understand the Corporate or Department Agenda (Stated/Perceived/ Unspoken/Real)

Communication Taboos

1. Profanity
2. Rudeness
3. Arrogance
4. Insensitivity
5. Bullying
6. Deceptiveness
7. Disagreeableness
8. Retaliation
9. Dishonesty
10. Obnoxiousness

Office Blunders

1. Handling personal e-business at work
2. Managing your home-based business on company time and company computer.
3. Misappropriating company resources
4. Manipulating situations