

# Effective *(Tech-enabled?)* Communication

Asynchronous vs. Synchronous

Currently, less a clear dichotomy; more of a spectrum...

First, the extremes:

# FULLY Asynchronous

Snail Mail, really.

Still has its uses:

- If specifically requested
- (Very) Formal Occasions or Documents
- Old People

# FULLY Synchronous

## IN PERSON

- Greater privacy
- Clarity
- Expecting “back and forth”
- Gravity
- **GENERALLY MASSIVELY SUPERIOR**

# FULLY Synchronous

## VOICE TELEPHONE

- Some people just like it better.
- Similar to "in person"

## Telephone, cont'd

Note the telephone is evolving, as the telephone itself evolves.

*"You have reached the voice mail of \_\_\_\_ please leave a message at the tone*

v.

*"This is \_\_\_\_, leave a message"*

(even, "Hello!")

## Other Synchronous

IM-ing: Mostly dead, though lives on somewhat in "support" and perhaps Facebook?

Videochat – not much different from telephone, I reckon.

# Everything in between:

*From MOST synchronous to least*

*(I made this up, thoughts?)*

- In Person/Telephone
- Imaging & "Chat"
- Texting
- Microblogging (group)
- Email / Project Mgmt Communication Tools
- Snail Mail

# Quasi-Synchronous

## EMAIL

I'd suggest email is still, by far, king.

- Quasi-Synchronous  
(speedy, but still time to compose)
- Cheap
- Ubiquitous

# Effective Email – before you begin

1. Determine relationship with recipient

How Formal? First Time? (this is huge)

2. Remember, NOT PRIVATE, SAVED FOREVER

3. Most importantly:

How can I make this as easy as possible for the recipient? (while maintaining decorum)

# Effective Email – Subject Line

Take time here; great opportunity to be helpful and to stand out.

Be useful – you are one of many

Be human – you might have to beat a spam filter, literally or figuratively.

# Effective Email - Body

- Greet and/or pleasantries, if necessary
- Journalism style
- **TELL THEM WHAT TO DO**  
(path of least resistance)

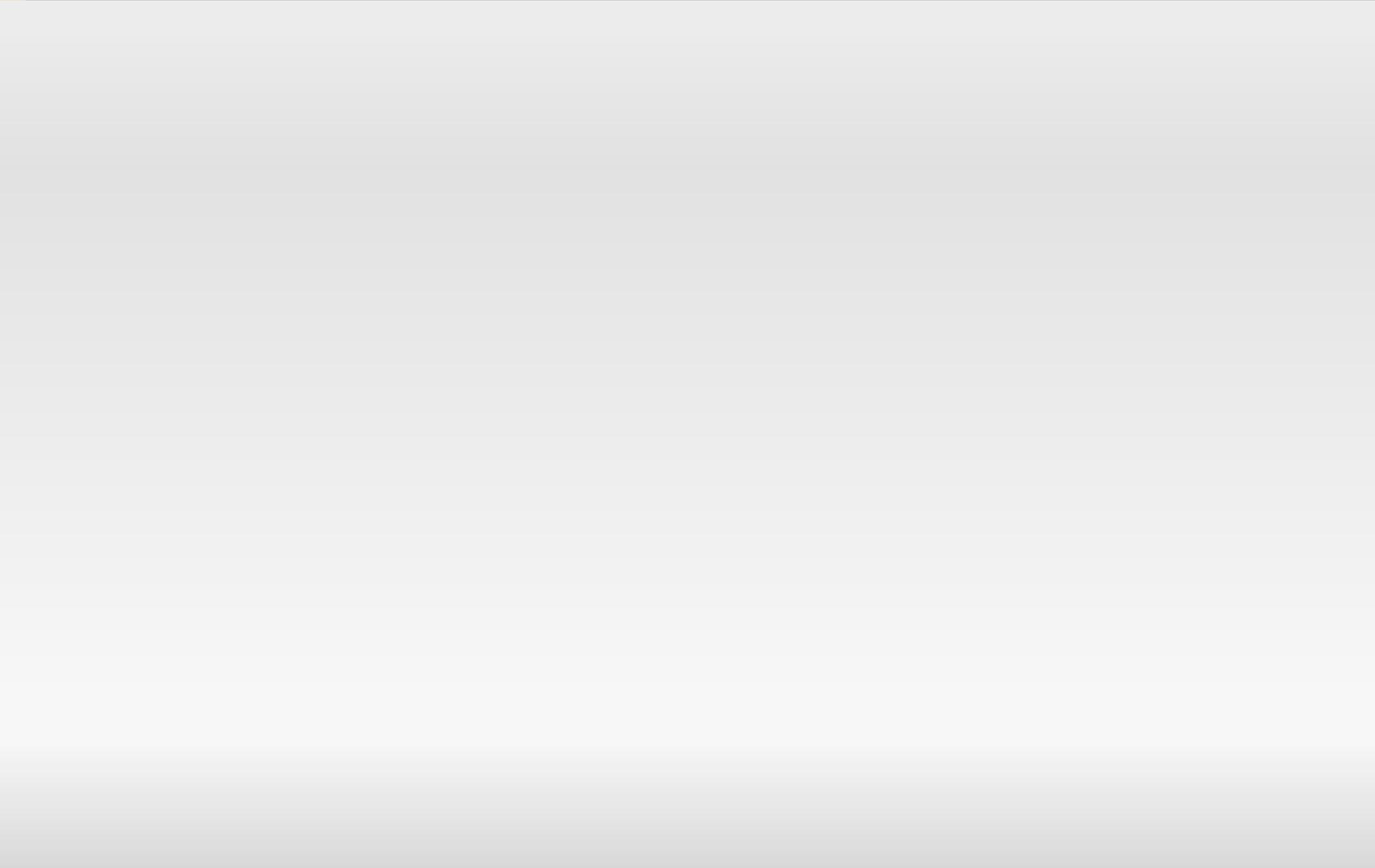
# Effective Email – Body, cont'd

- Attachments? ONLY IF NECESSARY
  - Text doc? Maybe not even needed
- Proofread
- Respond Promptly

# Other mediums

## TEXTING

- Occasionally a solid email substitute, less preferred as a first-time thing.
- TXTSPEAK? LOL, proolly not
- Other abbreviations, e.g. Y/N? OK



# Hey, real life:

Greetings! I'm John R. Marks, IV, and I'm writing to you as the new instructor for FSU's "IT Practicum" Course. Your organization is listed as having been a client or sponsor for our students in the past, and we are gearing up for another semester of Practicum! If you have any IT-related needs or projects that might be a good fit for our IT students, please let me know as soon as possible.

All projects and sponsors will be considered, but we do have a slightly smaller enrollment in the course than usual, so, unfortunately, not all requests may be fulfilled. Special consideration will be given to sponsors who are seeking to continue professional engagement with our students and our program beyond the scope of this class. (Also, you may already have working relationships with students in the class; we will also work to accommodate those, if appropriate.)

If you are interested, please let me know as soon as possible, and no later than Friday, January 13. If possible, please provide details such as project needs, position expectations, scope of project, number of students needed, and projected hours per week. Thank you for your time, and the students and I look forward to working with you!

John R. Marks, IV