

NETIQUETTE

Tips for Clear and Kind Online Communication



TIPS

1 SPELLING & PUNCTUATION

Use correct spelling and punctuation – including proper capitalization. Capitalizing an ENTIRE word is fine for emphasis, but capitalizing EVERY word makes it seem like you're yelling.

2 ACRONYMS & ABBREVIATIONS

Don't overdo it on abbreviations and acronyms.

3 SET THE TONE

Use emojis to set the tone of your message, but using too many may distract from what you're trying to say. Rule of thumb: use one emoji per message.

4 T.H.I.N.K. BEFORE YOU POST

T.H.I.N.K. about what you write before you hit send: Is it Thoughtful, Helpful, Inspiring, Necessary, and Kind?

5 BE INFORMED

Read ALL the comments and relevant information before you write and send your own message. Do you have all the information you need to be part of the conversation?



6 READ YOUR MESSAGE

Reread your comment before you hit send, and even try reading the message out loud. Reading aloud lets your ear catch typos and tone issues that your eye might skim over.

7 BE UNDERSTANDING

Don't respond when you're hurt or angry. Cool off first. Check your emotions: be kind, try to understand where the other person is coming from, and be forgiving when mistakes are made.

8 STAY FOCUSED

Stay on track and don't interrupt the conversation with something unrelated.



9 WHAT YOU SAY COULD GO VIRAL

Don't forget: what you say online may be there forever. If you're unsure about what you're about to send, ask yourself: Would I feel comfortable with my family seeing this? Would I be happy if this resurfaced in ten years? Would I be proud if this went viral?