



BEST
Practice

in Instant Messaging



Since its creation in the 90s, instant messaging has been a game changer – facilitating quick, real-time connections, and provide opportunities for multiple people in various geographic locations to collaborate at a moment’s notice. It’s not just about typing words; it’s about drafting messages that hit the right notes, foster connections, save time, and get things done.

Be Professional

Always maintain a professional tone. Avoid using slang, excessive emojis, or informal language that might be misunderstood.

Respect Availability

Check the recipient’s status before sending a message. If they are marked as “busy” or “do not disturb”, consider sending an email instead.

Keep It Concise

Instant messages should be brief and to the point. For detailed discussions, consider scheduling a meeting or sending an email.

Use Clear Subject Lines

When starting a new conversation, use a clear and relevant subject line to help the recipient understand the context quickly.

Avoid Sensitive Topics

Do not discuss confidential or sensitive information over IM. Use more secure communication channels for such matters.

Use Group Chats Wisely

Only include necessary participants in group chats to avoid overwhelming others with irrelevant information.

Be Mindful of Tone

Without vocal cues, messages can sometimes be misinterpreted. Use clear language and, when appropriate, add context to avoid misunderstandings.

Respond Promptly

Aim to respond to messages in a timely manner. If you need more time to provide a thorough response, acknowledge the message and indicate when you will follow up.

Proofread

Before sending a message, quickly review it for any typos or errors to ensure clarity and professionalism.

