

# Effective one-on-one Tech-enabled Communication

- Asynchronous
- Synchronous
- Quasi-synchronous

# Asynchronous

Snail Mail, really.

Still has its uses:

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

# Synchronous

Telephone – Best for

- Greater privacy
- Clarity
- Expecting "back and forth"
- Gravity
- Some people just like it better.

# 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!")

# HEY CHECK OUT THESE OLD SLIDES...

*Iming - not sure how much this is still a thing - tech support, I suppose, but mostly a niche deal, supplanted by email and/or texting.*

*Videochat - not much different from telephone, I reckon.*

# ANOTHER OLDIE

Facebook, other quasi-email

meh.

Similar rules to email, for the most part.

# Quasi-Synchronous

## EMAIL

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

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

# The new quasi-but-more-synchronous

Slack / Facebook / basecamp and other “always on” group chat services.

Funny, Google Wave tried this before.

Lots in common with email. And also not.

# 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