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Proper E-mail Etiquette--Part II

By Dean Phillips

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E-mail messages often contain abbreviations and acronyms in an attempt to save time, shorten messages or conserve bandwidth. Here are some common ones and their meanings:

BFN--bye for now

BTW--by the way

CUA--commonly used acronyms, common user access

FAQ--frequently asked question

FUD--(spreading) fear, uncertainty and disinformation

FWIW--for what it's worth

FYI--for your information

GR&D--grinning, running and ducking

HTH--hope this helps

IAE--in any event

IANAL--i am not a lawyer

IMCO--in my considered opinion

IMHO--in my humble opinion

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IMNSHO--in my not so humble opinion

IMO--in my opinion

IOW--in other words

JAGR--just a gentle reminder

LOL--lots of luck, laughing out loud

MHOTY--my hat's off to you

NRN--no reply necessary

OIC--oh, i see

OOTB--out of the box (brand new)

OTOH--on the other hand

OTTH--on the third hand

PMFJI--pardon me for jumping in

RFTM--read the funny manual

ROTFL--roll(ing) on the floor laughing (also ROF, L, ROFL)

RSN--real soon now (which may be a long time coming)

SITD--still in the dark

TANSTAAF--there ain't no such thing as a free lunch

TIA--thanks in advance

TIC--tongue in cheek

TLA--three-letter acronym

TTFN--ta-ta for now

TTYL--talk to you later

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TYVM--thank you very much

WYSIWYG--what you see is what you get

Commonly Used Emoticons:

:-) smiley face

;-) wink (light sarcasm)

:| indifference

:> devilish grin (heavy sarcasm)

8-) eye-glasses

:D shock or surprise

:/ perplexed

:(frown (anger or displeasure)

:P wry smile

;-) leer

:Q smoker

:e disappointment

:@ scream

:O yell

:* drunk

:-{ } wears lipstick

:- male

>- female

The above abbreviations and emoticons were presented for your knowledge and enjoyment only. I highly recommend you use these sparingly, if at all, since not everyone knows what they mean.

There are hundreds of these things and their translations are by no means universal (a mis-interpreted smiley could lead to a flame).

Ooops, sorry! Here's the definition of flame: name-calling, personal insults, verbal attacks, trying to start a fight with someone, to criticize harshly in an e-mail.

Dean Phillips is an Internet marketing expert, writer, publisher and entrepreneur. Questions? Comments? Dean can be reached at [mailto: dean@lets-make-money.net](mailto:dean@lets-make-money.net) Make Money Online! Internet marketing expert, Dean Phillips will help you make money online, starting today...Guaranteed! For details just visit my website. Website: <http://www.lets-make-money.net>

Business Etiquette

By Neil Payne

Business etiquette is in essence about building relationships with people. In the business world, it is people that influence your success or failure. Etiquette, and in particular business etiquette, is simply a means of maximising your business potential.

If you feel comfortable around someone and vice versa, better communication and mutual trust will develop. This comfort zone is realised through presenting yourself effectively. Business etiquette helps you achieve this.

Business etiquette revolves around two things. Firstly, thoughtful consideration of the interests and feelings of others and secondly, minimising misunderstandings. Both are dependent upon self conduct. Business etiquette polishes this conduct.

Business etiquette varies from region to region and country to country. For the international business person, focusing too deeply on international business etiquette would leave no time for business. However, there are some key pillars upon which good business etiquette is built.

Behaviour

Your manners and attitude will speak volumes about you. They will point to your inner character. If you come across selfish, undisciplined or uncouth your relationship is unlikely to prosper. Appropriate business etiquette promotes positive traits.

Honesty

A reputation for delivering what you say will deliver goes a long way in the business world. Remember, a reputation for integrity is slowly gained but quickly lost. Understanding a particular country's business etiquette provides a framework in which you can work without fear of crossing boundaries in terms of agreements, promises and contracts.

Character

Your character refers to what you as an individual bring to the business table. Proper business etiquette allows you to exhibit your positive qualities. For example, knowing when to be passionate and not emotional or self-confident without being arrogant. Just through learning another's business etiquette you demonstrate an open-mindedness which will earn respect.

Sensitivity

Sensitivity and consideration underlie all good business etiquette. Being prepared for foreign ways and methods and responding thoughtfully is achieved through experience and business etiquette know-how. By avoiding misunderstandings and misinterpretations through business etiquette you lay

foundations for a strong business relationship.

Diplomacy

Avoiding thoughtless words and actions protects you from negative consequences. Impulse often leads a business person astray. Business etiquette encourages the careful thought of the interests of others and choosing acceptable forms of expression.

Appearance

Dressing appropriately, standing and sitting in the right place at the right time, good posture and looking physically presentable are all elements in making a good impression. Business etiquette teaches you how to suitably present yourself and what to avoid.

Analysing, understanding and implementing the above will help you recognise what business etiquette is and how it should be employed within the business world.

For the international business person business, etiquette acts as a key. It locks the doors of poor communication and misunderstandings and opens doors to successful business relationships.

Neil Payne is Director of

Business Etiquette
Business Meeting Etiquette
Business Card Etiquette
Leotard Etiquette - Should You Be Wearing One?
Business Letter Etiquette

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