

Writing at Work: **Text Messaging**

Name: _____

Outcomes

After this module you will be able to:

- Write a simple, professional, and concise text
- Understand when and why to use text messaging at work
- Edit your texts to include only the most important information
- Edit your texts to clearly request what you need
- Write texts with appropriate language, grammar, capitalization, punctuation, abbreviations, and spelling for your workplace
- Reply to workplace texts

Date	Learner Comments	Instructor Comments

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Text Messaging

Text messaging and other instant communication like instant messaging are being used more often in the workplace. What you send by text message or instant message is important. These are more casual communication methods than e-mail, but there are still important guidelines to follow.

You likely know how to send personal text messages. This module will help you think about and practice skills for texting at work.

Workplace Scenarios:

In construction, a boss might send workers instructions during the day through text message. In a medical office, a worker might be responsible to send out appointment reminders by text using a company phone or computer program. Whatever job you find, you will benefit from knowing when and how to send a text in the workplace.

Task 1

There are two different versions of an appointment reminder text below. Decide which one to send. Describe 2-3 reasons why the text you selected is the better choice.

✉ Message 9:05 pm:
Appointment Reminder:
Dr. Salmon Swift will see you at
2:30pm tomorrow.
Thanks, Bendy Creek Medical
(312) 111-7777

✉ Message 9:05 pm:
Appt. Rmdr:
2:30 pm tmr – Dr. Swift

Bendy Creek Medical
(312) 111-7777

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Task 2

You are the owner of a Building Company. Your carpentry manager has just sent you the text message below. Create a reply to her in the blank text message. You want to show in your message that you appreciate the initiative she has shown, you will call the Lumber yard, and you will get the site right away.

✉ Message 7:58 am:

Just on site. Back door busted in and some supplies missing.

Lumber delivery is late.

Do I send someone to get materials?

Listing missing items and fixing door now.

✉ Message 8:01 am:

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Guidelines for Workplace Text Messages: *

1. Follow your workplace procedures

- Some companies have an employee handbook. In other workplaces, follow the example of your coworkers or boss.
- There may be special rules if it is a company phone or your personal phone.
- If you are not sure, ask a co-worker that you trust.

2. Skip the salutation/greeting

- Don't use a "Dear Ms. Lovejoy, or Hello Parwinder" like in an e-mail. Just get right to business.
- If they might not know your mobile number, it is important to introduce yourself. Start your message with something like "Hi, it's Cheyenne, from Big Desk Bureau."

3. Keep the message short

- Use short phrases instead of full sentences.
- You are interrupting someone's day with a message, so make sure it is important.
- Abbreviate carefully. You can make use of some common text abbreviations and shorten other words.

4. Know when to kill the conversation

- Text messages are for short, urgent matters. If you keep going back and forth, telephone or send an e-mail.
- Work time is not for personal texts. Reply to personal texts at work with something short like "at work, unavailable." Let your friends and family know that you can't text during working hours. You can also tell friends and family when you will be able to respond like you lunch break.

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5. Appearance matters

- Notice how your coworkers and supervisors use text messaging and copy the workplace culture.
- Correct spelling is important, including capitalization
- Just like e-mails, writing in ALL CAPITAL LETTERS means shouting
- Punctuation makes your message extra professional, but may not be needed in all workplaces

6. Reply quickly

- Text messaging is great for quick exchanges of information
- If a lot of details are required e-mail or call
- If you are asked for a lot of detail, text that you will call them
- Note: pay attention to the office culture. During a meeting for example, is not the time to send a quick response to a text message.

7. Don't use emoticons

- Emoticons are great for friends and family, but they can be a bit of an insider language. What a facial expression means can be interpreted in different ways.
- For work messages, emoticons can look childish or unprofessional, or even communicate the wrong message.

*These guidelines created from two articles, both accessed March 21, 2019:

1) <https://money.usnews.com/money/blogs/outside-voices-careers/2015/02/26/6-rules-for-texting-at-work>

2) time.com/3590354/texting-at-work-rules

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Task 3

You are sending a message to a long-time customer, Angelika. The message below left is your first draft. Edit and re-write the message in the box on the right so that it better follows the guidelines for workplace messages.

✉ Message 4:14 pm:
Hi Angelika! Hope you are well.
We have the laptops and file cabinets that you ordered in stock now. Would you like us to send them with the next delivery? Or would you like to pick them up?

✉ Message 4:14 pm:

Task 4

You receive the message below from your friend while at work. The company policy says you should not use your personal phone during work time. Write the response you would send on your break or at lunch.

✉ Message 11:13 am:

Movie tonight? I have snacks.

✉ Message 12:03 pm:

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Task 5

Fix the message below:

✉ Message 1:13 am:

Is rm 113 done lol 😊

Need u on 3 flr 🏃

BRING MORE TOWELS

✉ Message 1:13 am:

Task 6

Darnell keeps sending you multiple texts that need long replies. Create an answer to the text below to encourage a change in this behaviour.

✉ Message 11:13 am:

Why did we choose to use the courier?

When is the delivery?

Who were the four customers we need to call today?

✉ Message 11:15 am:

End of Module Reflection

After completing this module, answer the questions below. If you answer agree (3) for each question, ask for a review or a final assessment from an instructor. If you answer maybe (2) or no (1), have a discussion with an instructor to make a plan to improve your performance and confidence.

1 – No

2 – Maybe

3 – Yes

A	I understand all of the outcomes covered in this module.	1	2	3
B	I do not need any further assistance from an instructor on the material covered in this module.	1	2	3
C	I do not need more practice questions or assignments	1	2	3
D	I am confident in my abilities to complete tasks related to this module.	1	2	3
E	I am ready to complete a review and/or a final assessment related to this module.	1	2	3

Reflection
