



Skype for Business General Procedures

The ease and quickness of instant messaging often causes people to take for granted the professional use of instant messaging (IM) programs. Here are some procedures to regard when using IM for business communications.

1) Only use Skype for Business for Business conversations

This is a business communications tool and should only be used for professional business related conversations in the work environment.

2) Never send confidential information over IM

IM technology is considered an insecure way to have a conversation. You should not utilize this medium for confidential information. Everything you type in IM is saved and can be retained for records.

3) Never send personal information over IM

Like the previous point, personal information should never be sent over IM. If the message is personal in nature, consider having a phone call or face to face meeting with the person.

4) Be professional

Although IM is a casual way to have a conversation, you should always keep your instant messages on a professional level. Refrain from slander and libel as this information may come back to haunt you. You should also practice the correct use of grammar, punctuation and correct spelling. Keep conversations professional so that they do not interfere with your daily tasks.

5) Be mindful of the receiver's preferred style of communication

IM can be disruptive for those on the receiving end, since the message pops up on their screens. In order to communicate effectively with your co-workers, always keep in mind the other person's preferred method of communication.

6) Keep the conversation short

IM is a quick and easy way to communicate with people. Messages should be short and to the point. If the message is not, then a formal meeting or phone call might be in order.

7) Be aware of the other user's status message

Do not send someone an instant message if their status is "busy" or "away". You may be disrupting their work by popping up in the middle of their computer screen.