Business Communication

2017 IMCOM-Europe
BOSS Training

Installation Management Command integrates and delivers
base support to enable readiness for a globally-responsive Army

We are the Army's Home
Serving the Rugged Professional

Verbal

- Phone & Voicemail:
  - Call rather then continuous emails
  - Identify yourself.
  - Leave voicemails, and slowly provide your name, phone number, and reason you're calling.
  - Set up your voicemail and record a professional, personalized greeting
  - Try to respond to calls by the end of the day or within 24 hours

- Acknowledge people when entering a room

Verbal Continued

- Stand when being introduced
- Look your recipient in the eye
- Put away phone and others electronics when in a business meeting or event

Written

- Proof read. Proof read. Proof read
- Know your audience:
    - Who is the reader?
    - How much interaction do I have with the reader?
    - Is the reader expecting this?
    - What are the principal concerns and responsibilities of the reader?
    - Is this issue important to him/her?
- Write for understanding
- Watch your tone

Maintaining a PROFESSIONAL Tone

SLANG		COLLOQUIALISMS (everyday expressions)		CLICHÉS
• Y'all	• Bull or BS	• Kind of / Sort of	• Hit a road-block	• Do more with less
• You know?	• Cheesy	• A lot of	• Slip away	• Break down the silos.
• OK or okay	• Luck out	• A couple	• A big deal	• Throw him under the bus.
• My bad	• Cool	• A little bit	• Wrapping up	• It is what it is.
• Awesome	• Guesstimate	• Throws me off	• Guess what	• Take it to the next level.
• Hang out	• Flaky	• Not really all that bad	• Way more	• Bite the bullet.
• Chill out	• Goofy	• Fall through the cracks	• Look out for	• Run it up the flagpole.
• Geek	• Lame	• Beat around the bush	• Pass up	• Think outside the box.
• Epic fail	• Grubby	• No clue	• Threw me for a loop	• If push comes to shove…
• Dunno	• Grungy	• Fly through	• Spot on	• To be honest…
• Gonna	• Do-over	• Make waves	• Slip away	• With all due respect…
• Wanna	• Mickey-mouse		• Fixing to	• Touch base…
• Rip off	• Folks		• In a jam	• In the pipeline…
• Neat	• Sucks		• Pumped up	• Raise the bar…
• Stupid	• Nuts		• Way too	• Get our ducks in a row…
• Wow	• Crazy			• Wrap our heads around…
	• No way			• It's a win-win.
				• Step up to the plate…

Maintaining a CONFIDENT Tone

EXPRESSIONS SHOWING DOUBT	ABSOLUTES	
• I believe • I think • I guess • Maybe • In my opinion • Could be	• All • Always • Every • Everybody • Everyone • Forever	• Must • Never • Nobody • No one • None • Only

REPLACING OVER-WRITTEN PHRASES WITH BASIC WORDS

REPLACE	WITH
- Due to the fact that - Owing to the fact that - On the grounds that - This is why - The reason for - Being that	- Since - Because - Why
- Despite the fact that - Regardless of the fact that - Notwithstanding the fact that	- Although - Even - Though
- In the event that - If it should transpire - Under the circumstances which	If
- Has the opportunity to - Is able to - Is in a position to - Has the capacity for - Has the ability to	Can
- In reference to - In regards to - Concerning the matter of - Where _____ is concerned	About
- It is crucial that - It is necessary that - It is important that - Cannot be avoided	- Must - Should
- Prior to - In anticipation of - Subsequent to - At the same time as	- Before - After - As

Email

- **Your e-mail is a reflection of you.** Every e-mail you send adds to, or detracts from your reputation. If your e-mail is scattered, disorganized, and filled with mistakes, the recipient will be inclined to think of you as a scattered, careless, and disorganized person.

- Briefly introduce yourself
- Subject Lines: clear and direct
    - Example
        SUBJECT: Meeting
        SUBJECT: BOSS Advisors Telecon, 12 June, 2pm
        SUBJECT: FYI- New BOSS Travel Program
        SUBJECT: FOR ACTION: BOSS Survey Feedback Requested, S: 1 Oct
- Keep it short and get to the point: Readers should not have to dig through several paragraphs in order to figure out what you're asking

Email Continued

- Remain Professional:
  - Don't "email angry"
  - Only discuss public and unclassified information with open audiences
  - Tone
  - No texting language (Lol, BRB, Wyd)

- Reply All
  - Use only when necessary.
  - Not for long conversations or disagreements

- Always use a signature block, including name, title, unit/org and phone numbers (DSN, COMM, country code if international)

Email Continued

- Out of office assistant- if you plan to be away from your place of work during the duty hours. Provide time, date of your return. Offer alternate contact options or personnel who may be able to assist in your absence

- Use ALL CAPS only to shout or accentuate VERY important words