

COMMUNICATION GUIDE

YOUR GUIDE TO
PROFESSIONAL COMMUNICATION



THESE GENERAL RULES OF COMMUNICATION WILL HELP YOU
AT THE UNIVERSITY AND LATER ON IN YOUR CAREER.



GENERAL COMMUNICATION RULES / GUIDELINES

- Self-reliance is key
- Find the right contact person and inform yourself in advance
 - Homepage
 - my.th-deg.de
 - Quietschie Guide (THD) or Survival Guide (ECRI)
 - Module handbook
 - Study and exam regulations
 - E-mails
 - iLearn
- As information is passed on throughout the university at regular intervals, it is not necessary to contact various people. Contacting several staff members will just waste resources and time.
- Always introduce yourself using your first and last name
- Use the regular consultation hours on offer and make an appointment in advance
- Prepare
 - precise questions or requests
 - matriculation number
 - course number
- Be aware of office hours and time zones
- Always
 - be polite (hello, good day, thank you, please)
 - be honest (no white lies and excuses)
 - be on time or cancel ahead of time
 - do not interrupt

! INFORMATION

Correct form of address

Use "Mr." and their last name for men.

Use "Ms." (= „mizz“) and their last name for women. It is the equivalent to „Mr.“ and always the right way to address women.

If you are unsure about the individual's gender, you can also use „Mx.“.

✓ CHECKLIST


- ✓ Martriculation number
- ✓ Course number
- ✓ Specific question/request



E-MAILS



NEW MAIL

| | | |
|---|---------|--|
|  | FROM | jane.doe@stud.th-deg.de (STUDENT E-MAIL ACCOUNT) |
| | TO | max.mustermann@th-deg.de |
| | SUBJECT | Enrolment in German course A1 / 1+2 Nr. 88122 |

Dear Mr. Mustermann,

My name is Jane Doe and I am a first semester student of Industrial Engineering. My matriculation number is 804789.

I would like to enrol in the German course A1 / 1+2 (course number 88122).

Thank you in advance and best regards,
Jane Doe

DOS

- Use your student e-mail account
- Select the right contact person
 - Homepage
 - my.th-deg.de
 - Quietschie Guide (THD) or Survival Guide (ECRI)
- Meaningful reference; articulate your request in precise terms
- Correct form of address, plus correct pronouns
- Reference your matriculation number, course of study and semester
- Use full sentences, applying correct grammar, spelling, punctuation and paragraphs
- Formal complimentary close, e.g. Kind regards, Best regards, plus your full name (first and last name)
- Reply to the original e-mail. Do not open a new e-mail conversation

DON'TS

- Send the same e-mail to multiple people and/or departments
- Use URGENT!!! or ASAP!!! as a reference
- Mark e-mails as "important" or activate "read receipt confirmation"
- Paste/write all the text or the enquiry in the subject line instead of the e-mail
- Send attachments without any text or a request
- Use informal or slangy salutations such as: Servus; Hello; You Guys, etc. or omit the salutation altogether
- Sign an e-mail using your nickname or omit the complimentary close
- Send e-mails to the same person every other minute (responses might take up to 3 days)
- Send an e-mail and call 10 minutes later
- Forward e-mails containing log-in data or other confidential information to other students or friends

CHECKLIST

-  Formal salutation & complimentary close
-  Use polite and respectful language: "Please" & "Thank you"
-  Only send one e-mail to one person
-  Articulate issues/enquiries precisely



TELEPHONE CALLS

✓ DOS

- Stable connection and quiet environment / surroundings
- Start the conversation by introducing yourself using your first and last name
- Prepare for the call and have your matriculation and / or course number to hand, and be prepared to articulate your enquiry as precisely as possible
- Be sure to call during office hours and take time zones into consideration
- Remember your good manners and upbringing

✗ DON'TS

- Interrupt people when they are speaking
- Ask the same question several times or become distracted
- Call several times within a short period of time
- Call members of staff at a number that is not their office number



✓ CHECKLIST



Stable connection and quiet environment



Introduce yourself and be polite



Office hours and time zones



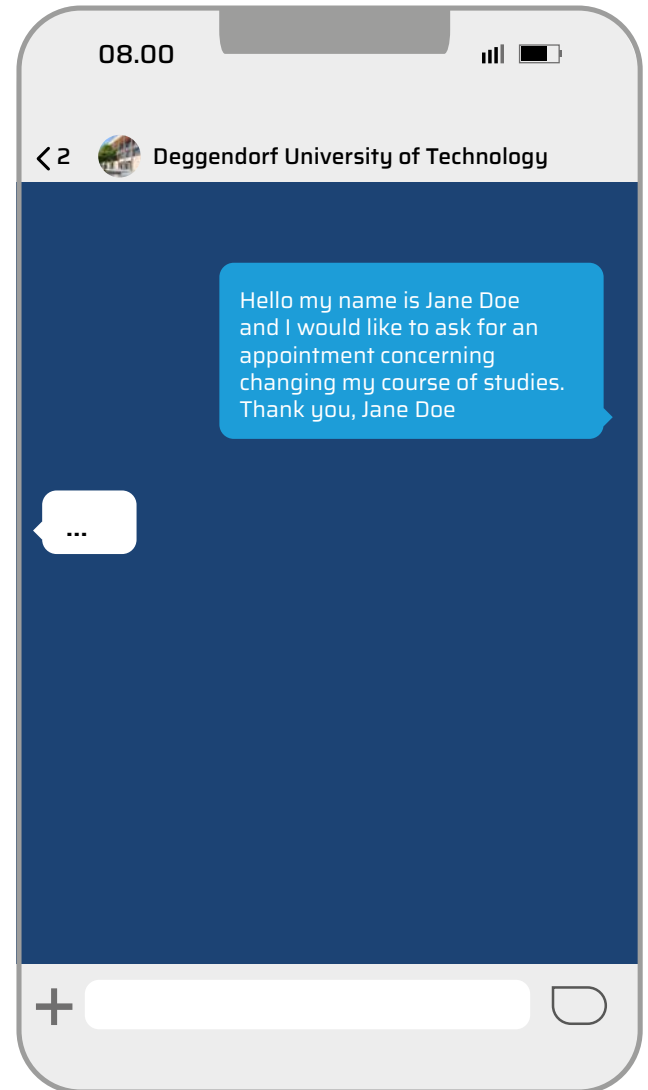
SOCIAL MEDIA & WHATSAPP COUNSELLING

✓ DOS

- Introduce yourself first; address the individual politely and formally
- Articulate your enquiry in a precise manner
- Use links we send you and read the information carefully
- Consult the website and read e-mails before using social media or WhatsApp counselling

✗ DON'TS

- Send a simple "hi" several times in a row without explaining the matter in hand
- Send friend requests or personal messages to staff members
- Expect an immediate answer
- Consider official office hours as also applying to social media channels and WhatsApp counselling



✓ CHECKLIST



Use social media / WhatsApp only after having consulted the website



Observe formal rules of conversation



Articulate issues / enquiries precisely



TEAMS/ZOOM/ONLINE LECTURES AND EVENTS



DOS

- Make sure you have a stable connection, and are in a quiet environment / surroundings
- Ensure your microphone and camera are working and the camera is switched on
- Download the desktop app, as this works better than the internet version
- Use the Roman alphabet, display your full and correct name (first and last name) and matriculation number
- Only log on through your student e-mail account
- Mute your microphone when not speaking
- Please cancel ahead of time and not last minute
- Check the status before calling (is the person available or not?)



DON'TS

- Interrupt the speaker; instead: raise your hand before speaking; wait your turn; respect the other participants; show good manners
- Arrive late to events or calls and expect the speaker to repeat the information you have missed by arriving late
- Use your mobile phone or join when you are in a busy place (in the car or on a train)
- Camera turned off
- Use odd camera angles

CHECKLIST

- Stable connection; no background noise
- Working microphone and camera
- Mute microphone when not speaking
- Log-in: use first and last name_ matriculation number, e.g.: John Doe_123456



TICKETS (IT-SUPPORT, E-LEARNING)



DOS

- Use formal salutations, such as “Dear Sir or Madam” or “To whom it may concern”
- State your first and last name, matriculation number, course of study and semester from the outset
- Describe your issue in detail and attach screenshots if available



DON'TS

- Send a ticket before first consulting the website, Quietschie Guide (THD) or Survival Guide (ECRI), module handbook and welcome folder

IN-PERSON CONVERSATION

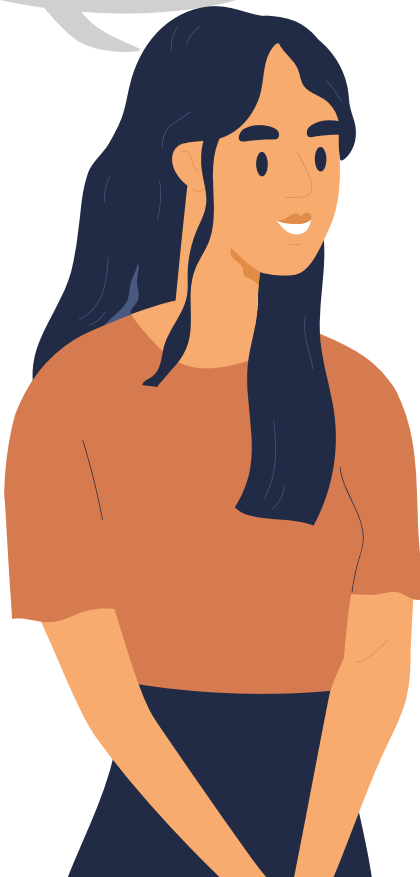
✓ DOS

- Make appointments in advance
- Have your phone ready to scan the QR code at the door
- Knock on the door, wait for an answer and carefully enter the room
- Keep your distance and follow the COVID guidelines: Mask, Distance, Hygiene

✗ DON'TS

- Peer at the computer screen or any documents lying on the desk
- Enter the room when someone else is inside; instead: wait until it's your turn to enter
- Bring multiple people with you

Hello,
I have an appointment.
My name is Jane Doe.



Hello Jane,
nice to meet you.
Please come in.



By following these communication guidelines, you will now be perfectly equipped to converse successfully on campus, at work, or with strangers. **Let's communicate!**

Stand: 10.2021

