

<b>E-Mail IQ</b>		
<b>When to Use E-Mail ?</b>		
<b>Answer each item by circling either <i>True</i> or <i>False</i>.</b>		
<i>You should use e-mail . . .</i>		
1. To share facts	True	False
2. To schedule meetings	True	False
3. To address interpersonal conflicts	True	False
4. To attempt to be personal	True	False
5. To distribute documents	True	False
6. To provide specific answers	True	False
7. To resolve conflicts	True	False
8. To cultivate a relationship	True	False
9. To deliver bad news	True	False
10. To share jokes	True	False
11. To document ongoing discussions	True	False
12. To send brief messages	True	False
13. To compliment a “job well done”	True	False
14. To resolve differences of opinion	True	False
15. To challenge a co-worker’s idea	True	False
16. To communicate with a person in the next cubicle	True	False
<p><b>Check the correct answers at the end of this chapter.</b>  <b>Use the key below to check your e-mail IQ.</b>  <b>If you scored . . .</b></p> <p>1–5 = Re-read. You were not paying attention.                      6–9 = You are starting to get the idea.                      10–13 = You’ve got the hang of it now.                      14–16 = You are an e-mail pro.</p>		

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