

PAAN digital communication etiquette

Based on the feedback from PAAN members, the PAAN Committee has developed guidelines for digital communications etiquette to ensure our interactions are aligned with the College values and that we can keep as many members as possible (currently almost 600!) continuing to have a vibrant and engaged group that works for everyone.

When communicating with PAAN members, please follow the guidelines outlined below.

- **Channel all general queries via our dedicated [PAAN MST](#) and not via email.** Please remember to **use @mention** so that PAAN members can be gently alerted to your query. Please note that every PAAN member can set up individually how they want to be notified about new posts in MST *General Settings* by clicking on the icon with your name/picture and/or in channel notification settings (three dots at the top right-hand side).
- **Conducting discussions and chats over the dedicated PAAN MST not only alleviates email traffic but also benefits new joiners who can easily access information on the MST platform prior to their joining the network.**
- Include a **clear subject line** so the audience know whether it is relevant to them and/or whether they can provide input.
- If you send a message via Outlook, please **do not reply to all**. Instead, **reply only to the person who sent the original email**. If the query is of interest to the wider group, please **collate the relevant information received and send it out via PAAN MST**. If appropriate, please add the collated information to the PAAN MST files in a most suitable format (Word, Excel, etc.).
- If you are promoting a project, activity or initiative which has been originally communicated via email, feel free to forward it via Outlook.
- If you have a complaint, please email the Committee first rather than the whole group. The Committee will then decide whether the message can go out to all PAAN members or whether it is an issue that needs to be resolved locally.

PAAN Committee

