Alison about how, with the advancing technology, more

Life, Friendship

Alison Weely – What could be moreinteresting than talking to Darren Carter, the manager of one of the mostinfluential software companies of the country, Gradian! It is a pleasureto have you here, Darren. Darren Carter – Hi Alison, I'm glad to havebeen able to make it.

Alison Weely – So Darren, let's talk abouttexting. You must have read articles about how, with the advancing technology, more people are using texting as a medium of communication. A 2011 Pew ResearchCenter report found that Americans ages 18 to 29 send or receive an average of88 texts per day, compared to 17 phone calls1. What do you think is thereason behind this? Darren Carter – I must say that that is bigdifference in ratio. However I feel that texting is more convenient as it isquick, and more approachable because people tend to read text messages almost asimmediately as it is sent.

Also, several employees find phone calls uncalledfor, perhaps because they often may not be in a position to receive them. Alison Weely – Well, nowadays we seeraising concerns on the effects of using text speak on the language spoken orwritten by children. To what extent is the language used by adults, especiallythose working in the corporate sector, being affected? Darren Carter – I personally believe thatchildren and youth use more text speak than we do in offices. I mean, I have comeacross job applications that use a lot of texting language, making theapplicants sound unprofessional. In such cases, I would prefer to seeapplicants who use more formal tone in their documents.

Alison Weely – That makes you sound like astrict boss, Darren! Darren Carter – Oh no! I don't mean to saythat the language we use is not affected by text speak at all. Sometimes it isdefinitely better to say ASAP instead of ' as soon as possible', just for oneexample. Alison Weely – That is commonly used by somany people nowadays. Do you think it is better to use these at the sameavoiding abbreviations such as OMG, TTYL, GM, etc., in spite of both beingoriginated from text speak? Darren Carter – There is a difference inthe purpose of using them. If I say LOL to my boss, I will have to GB to myjob.

There is no need to use these informal short-forms in formal conversations. But those like IAM, which means ' in a meeting'; one simply does not see thenecessity of wasting time to type the expansion of it. Alison Weely –This sounds like one has tokeep a check on their vocabulary at all times. Do you think that your employeesmaintain the office decorum? Darren Carter – Well yes, we do have to usethe right words when writing up reports or giving presentations, because thatreflects your attitude towards the task. There are some interns who are stilltraining to use the appropriate business-speak. I believe that their habit ofusing abbreviations or slangs on a daily basis does not allow them to know the amateurishattitude conveyed when they use the " ty" instead of ' thank you', or othersimilar acronyms. Alison Weely – As far as I understand, there are some words that are accepted, and some that are consideredamateurish, as you said.

But I was not aware that " ty" is considered inappropriate, because it does sound business-like. So how do employees know their limits? Darren Carter – It depends on what youwrite or say and to whom, actually. Although the

language used in emails hasevolved over the years with the addition of acronyms like ASAP, PFA, FWD, etc., as I mentioned before, there is still some formal tone necessary. Perhaps some employeesmay reply to text messages with a " ty" but the same is not expected in officialdocuments.

So is the case with " pls", " gotta", " wanna", etc. So employees needto use the proper ' office-jargon' as it is called, not just any text speak. Alison Weely – Could you elucidate on what areincluded in appropriate office-vocabulary? Darren Carter – The phrase " no problem" ornow I should say " np", for example could be considered as one that is commonlyused when you're replying to gratitude expressed via text messaging. But it ismore polite to say " you're welcome" instead, to your office colleagues.

Alison Weely – Have there been times whenyou have got bothered by the texting language used by your employees? Darren Carter – Yes! There was this onetime I remembered one of the new recruits used " BT dubs" 2 as an abbreviation for " bythe way". It was difficult for me and many of my colleagues to comprehend. Thedifference of opinion especially arises between the elderly staff and theyounger, more tech-savvy staff. We are no strangers to standard email abbreviations, but I could never imagine abbreviations been abbreviated. Alison Weely – Okay. How about the extensiveuse of emoticons these days, do these affect the style of official documents? Darren Carter – No, not at all.

Most employeesare aware of their usage of texting language while writing reports. But yes, when it comes to briefing us on the completion of a task,

we respond with thestandard thumbs-up emoticon. Alison Weely – From my understanding, textspeak has not had as much effect on the corporal language, as much as it has ona child's grammar, am I right? Darren Carter – Yes, I would agree with youon that. Working in the corporate sector, any employee would know how toconverse when writing and speaking, and also how formally or informally onetalks to their colleagues and friends. One thing though, that has changed withtexting is that a more casual atmosphere was created in the office, because everybodyuses it on a daily basis.

Alison Weely – Texting surely has its ownpros and cons. Thank you Darren, for sharing your office-life experiences! Hopeto see you again. Darren Carter – Thank you! 1 Crawford, Hallie.

6 Rules forTexting at Work. 26 Feb. 2015, 10: 01 am, money.

usnews. com/money/blogs/outside-voices-careers/2015/02/26/6-rules-for-texting-at-work. 2 Grusich , Kate. " OMG! More Text SpeakCreeping into Business Communications." Articles | Home, 25 May 2012, www. prdaily. com/Main/Articles/OMG_More_text_speak_creeping_into_business_communi_11742. aspx.