

TRANSLATING GENERATIONS



Understanding Technology: APPROPRIATE RESPONSE TIMES

Knowing how to communicate effectively and politely in group chats, emails, and texts is important. This guide will teach you how to handle group chats, when to use email vs. text vs. phone calls, understand appropriate response times, and how to interpret emojis and informal communication styles commonly used in texts and social media.

Appropriate Response Times for Different Communication Methods

Understanding how quickly you should respond to different forms of communication helps ensure you are respectful and prompt, without feeling pressured.

Email Response Time:

1. **Within 24-48 Hours:**
 - It's standard to reply to emails within **24-48 hours**, especially for non-urgent or formal matters.
2. **Same Day for Urgent Matters:**
 - If the email is marked urgent, aim to respond within the same day.

Text Message Response Time:

1. **Within a Few Hours:**
 - Most people respond to text messages within a **few minutes to a few hours**, depending on the message's importance.
2. **Within the Same Day:**
 - If you're busy, responding within the same day is generally acceptable.

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Phone Call Response Time:

1. **Call Back as Soon as You're Available:**
 - If someone calls you, it's polite to call back as soon as you can. For missed calls, try to return the call within the same day.
2. **Use Voicemail:**
 - If you miss a call and cannot return it right away, **listen to the voicemail** (if left) and follow up appropriately.

At-A-Glance Response Times:

Type	Best Practice Response Time	Note*
Email	24-48 Hours	Same day for Urgent
Text	Few Hours	Try for same-day response
Phone Call	Call back ASAP	Use Voicemail