

TRANSLATING GENERATIONS



Understanding Technology: WHAT TO USE? Email vs. Text vs. Phone Call

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

When to Use Email vs. Text vs. Phone Call

Choosing the right communication method depends on the situation. Here's a simple guide to help you decide when to use **email**, **text**, or a **phone call**.

When to Use Email:

- 1. For Formal Communication:**
 - Email is best for work-related or formal conversations, such as communicating with companies, businesses, or doctors.
- 2. For Sharing Documents or Longer Messages:**
 - Use email when you need to attach files (e.g., documents or photos) or write longer, detailed messages.
- 3. When the Response is Not Urgent:**
 - Emails don't require immediate responses. Expect the reply within a few hours or days, depending on the nature of the message.

When to Use Text Messages (SMS):

- 1. For Quick, Informal Conversations:**
 - Text messages are best for short, casual exchanges with friends, family, or coworkers.
 - Example: "What time is dinner tonight?" or "Can we meet at 3 PM?"
- 2. For Immediate Responses:**
 - Texting is useful when you need a quick answer. People usually respond within minutes to a few hours.
- 3. For Brief Updates:**

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- Use texts for quick updates like “I’ll be 10 minutes late” or “I got your message.”

When to Use a Phone Call:

1. For Urgent or Emotional Conversations:

- Phone calls are best for urgent matters, such as when you need an immediate answer or for sensitive conversations, like checking on a family member.

2. For Personal Conversations:

- Use phone calls for personal or complex discussions where tone and clarity are important.

3. For Less Tech-Savvy Contacts:

- If the person you’re contacting doesn’t use texts or emails often, a phone call might be more comfortable for them.