INSTANT MESSAGING CHEAT SHEET

How to make instant messaging work to your advantage?

Instant messaging abbreviations to know

Acronym	Meaning
AKA	Also known as
ASAP	As soon as possible
BRB	Be right back
BTW	By the way
CTA	Call to action
DND	Do not disturb
FYI	For your information
ICYMI	In case you missed it
IDK	I don't know
IRL	In real life
JK	Just Kidding
LMK	Let me Know
MSG	Message
N/A	Not applicable/ Not available
NP	No problem
NSFW	Not safe for work
NVM	Nevermind
RN	Right now
TBA	To be announced
TBD	To be determined/decided
TBH	To be honest
TIA	Thanks in advance
TL;DR	Too long; Didn't read
TMRW	Tomorrow
TTYL	Talk To You Later
TY	Thank you
WIP	Work in progress
W/O	Without
YW	You're welcome
C&P	Copy and paste
AFAIC	As far as I'm concerned
EOM	End of message
NRN	No reply necessary
OTP	On the phone
QQ	Quick question
TIA	Thanks in advance

Emojis in business communication

A few studies show that the use of emojis in business communication can have a positive effect on creating and maintaining business relationships. What's more, a study made by Organizational Psychology at Florida Institute of Technology, found that messages that contained a smiley had more positive reception.

Which emoji?	When?
🙌 or 🙏	To show gratitude.
☺️	As an ice breaker, or to make a message more receptive.
👍	To agree.
🎂	To wish a happy birthday.
👏	To give acknowledgement.
🥳 or 🎉	When you need to celebrate.
🤞	To wish good luck.
💖	To offer support.
😕	To express disappointment.

How do managers feel when someone uses emojis in work communication?

😀

21%

Smiley face

It's fun!

👌

40%

OK hand sign

It's fine in certain situations,

👎

39%

Thumbs down

How unprofessional!