

# Smcgov.org Yammer Network Etiquette Guide

Yammer is a collaborative network for San Mateo County employees to share information across the organization. If you are new to using Yammer, please join the Yammer 411 group at <http://www.yammer.com/smcgov.org> where you will find tips and can post your questions about using Yammer.



## Use Yammer to:

- **Introduce yourself.** Complete your profile and upload a photo of yourself.
- **Work Out Loud.** Share what you are working on in a brief post.
- **Break down silos.** Add value to conversations and make connections across the organization.
- **Ask questions and share knowledge.** What do you need? What have you learned?
- **Search.** Before you post, do a search to see if the conversation has already started. Remember to add topics to your posts so they are easy to find.
- **Collaborate.** Create or join a group to work on projects and accomplish goals.
- **Praise.** Recognize colleagues and share successes.
- **Be thoughtful and considerate.** Posts to All Company should be deliberate and interesting to all/most of our organization. Post to the appropriate group.

## Avoid...

- **Being negative.** Constructive discussion is good and productive. Blame and sarcasm are not. Yammer posts are your voice in the organization, be mindful of your professional reputation.
- **Profanity and ALL CAPS.** Just don't go there.
- **Insensitivity.** If you wouldn't say it to your co-worker or supervisor in person, don't post it on Yammer.
- **Over-sharing.** Respect confidentiality, what is posted in a private group or discussion, stays private. Don't post about your lunch, break, vacation or kids; save it for your personal Facebook page.
- **Rambling.** Keep it brief. Use bullet points. Add a file or a note if you need to provide more in-depth information.

Questions? Email or message [Julie Goebel](#), Yammer Network Administrator.