Colleges all over America are blocking standard Instant Messaging ports, yet strangely a growing number of businesses are encouraging employees to use IM. Especially in large offices, IM is much quicker than using the telephone or sending email.

Although a lot of companies have embraced the IM technology, in some cases they have failed to integrate specific principles for its use; and this can turn out badly for the employee who over uses IM.

Below are some tips to using IM in the workplace:

- Don’t overdo it. A lot of employees tend to overuse IM, and waste valuable hours talking to friends and family. Chats with employees should be short and professional.
- Use your Away Message. If you’re working, use your away or status message to let people know you’re occupied, then just glance at it to see if a coworker is trying to talk to you.
- Don’t talk about confidential information. IM isn’t secure, so you shouldn’t be using it to discuss company secrets.
- Make sure you stick to company policy. While some companies understand the huge benefits of using IM at work others consider its use as a waste of time, so make sure you find out which category your company belongs to.
- Be careful with abbreviations. Similar to texting, it’s common to use abbreviations such as "LOL" (laugh out loud), "np" (no problem), or "u" (you) in an IM, but make sure your style of communication meets the other person’s, whether they are colleagues, bosses or customers.

Mark what is True [T] False [F] or Not Given [NG] according to the text:

1. More and more companies are in favour of IM use at work. [ ]
2. Phone and email communications are not recommended in large offices. [ ]
3. The companies that allow IM use at work are reluctant to adopt specific principles for its use. [ ]
4. The excessive use of IM at work causes a loss of precious time [ ]
5. When you are at work you should set your status as “busy”. [ ]
6. When you are at work you are authorized to use IM as you wish. [ ]
7. Shortcuts are highly recommendable when you write to a coworker. [ ]