

## **ETIQUETTE TIPS for POINT**

- Etiquette Tip #1:**      **How (& Why) to Search POINT Before Asking a Question**
- Etiquette Tip #2:**      **Share Tips that Add to the Body of Knowledge & Benefit Everyone**
- Etiquette Tip #3:**      **How to Thank Others**
- Etiquette Tip #4:**      **How to Search for a Referral: Location First in Subject Line!**
- Etiquette Tip #5:**      **Use Clear, Concise Subject Lines**
- Etiquette Tip #6:**      **How to Self-Promote**
- Etiquette Tip #7:**      **Don't Discuss \$\$ on POINT**
- Etiquette Tip #8:**      **How to Edit Your POINT Post**
- Etiquette Tip #9:**      **Don't Discuss Grievances About Suppliers/Products**
- Etiquette Tip #10:**     **Changing/Updating Your Email Notifications**
- Etiquette Tip #11:**     **How and When Chapters Can Promote Special Events**
- Etiquette Tip #12:**     **Post to the most appropriate POINT Community**
- Etiquette Tip #13:**     **How to Include or Find Attachments to A POINT Post/Reply**
- Etiquette Tip #14:**     **Mind Your P's & Qs**

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## **ETIQUETTE TIP #1: How (& Why) to Search POINT Before Asking a Question**

**Q: Dear Emily POINT Post:** When I want to ask a question on Member Connect, I'm never sure if that question has been asked or answered before, and I hate to waste everyone's time. What would you suggest I do? – *Signed, Helplessly Searching*

**A: Dear Helpless:** Thank you for asking! Sometimes the same question has been asked and answered recently and you wouldn't know it if you don't read POINT every single day like I do. I'd hate for you to not benefit from past discussions, though, as many members may not post their answers to your question again.

If you search – make sure you are logged in! -- and if the only info you find is old, or truly does not apply, by all means feel free to start a new thread. But also consider reviving an older, but still worthwhile, thread by posting a new, related comment or question.

If you've tried to search, and are having trouble, check out this 5:27 video by Hazel Thornton: [How to search the POINT archives](#)

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## **ETIQUETTE TIP #2:** **Share Tips that Add to the Body of Knowledge & Benefit Everyone**

**Q: Dear Emily POINT Post:** Wow - POINT is such an amazing resource! I love responding to colleagues with advice and recommendations, but sometimes I second guess if I should. Won't someone else say the same thing? Should I even bother? – *Signed, Hesitating to Participate*

**A: Dear Hesitating:** One of the best things about POINT is the variety of answers that come through from professionals from around the globe. The best way to handle this is to check if someone has already posted an answer similar to what you want to say. If so, there's no need to repeat it. If not, then share away!

Still struggling on how to search? Reference last week's Etiquette Tip – How (and why) to search POINT before asking a question:

## ETIQUETTE TIP #3: How to Thank Others

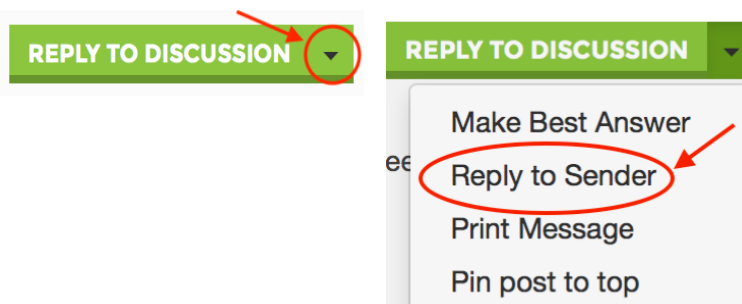
**Q. Dear Emily POINT Post:** You're the best - such a robust tool for us to connect, share, and learn! I love getting so many helpful responses to my posts. How do I let everyone know I'm grateful for their advice, support and insight? Isn't it polite to acknowledge my colleagues' replies with "Thanks so much!" to each and every reply? - *Eternally Thankful*

**A. Dear Thankful:** Great question! While it is lovely to send gratitude to one another, please, oh please, do NOT post messages to the group that are intended only for an individual. Cut down on the clutter and send your bright words of encouragement to the specific person who earned them! To do this, please use my built-in feature "Reply to Sender." You have two ways to do this:

- 1) If you're catching up on posts via Daily Digest, you'll see two green buttons at the top of each post: "Reply to Group" and "Reply to Sender." Select "Reply to Sender" and let that special someone know how much you appreciate their reply.



- 2) If you're reading posts on POINT, you will see a little arrow next to the green button "Reply to Discussion." Click on that arrow and select the drop-down menu option "Reply to Sender." Now you can let that person know how truly grateful you are.



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## **ETIQUETTE TIP #4: How to Search for a Referral: Location First in Subject Line!**

**Q: Dear Emily POINT Post:** What is the most effective way for me to request organizing help, or ask for resources (donation/disposal options, handyman, etc.), in a specific location? I want to make sure I'm asking in the best way possible so that my post will reach the right people who will be able to help me and not get lost in cyberspace. – *Signed, Lost in Cyberspace*

**A: Dear Lost:** Just remember this point of etiquette: Location, location, location! If requesting a geographic-specific referral, please include key details in your subject line, in this order:

### **Location + Dates + Type of resource needed**

Including a location in the subject line saves readers from having to read posts about locations that do not apply to them...which is most of them. And putting the LOCATION FIRST ensures they see it at-a-glance, even if the rest of the subject line is truncated by their phone or computer email preview pane. Here are some examples:

**Chicago, IL 60626 / July 1-3 / Unpack**– Some cities contain dozens of zip codes, and some people find the use of zips helpful. Others find them meaningless. Please include zip if you think it would be helpful. Otherwise don't worry about it. The important thing is that the location appears first in the subject line.

**Santa Monica, CA / Organizer needed for a friend's relative**– When you post on POINT for organizing help, please understand that not everyone who would be a good fit for your job is reading POINT that day. Go ahead and ask on POINT, especially if you are talking about a major metropolitan area, while keeping in mind

(continued)

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## **ETIQUETTE TIP #4: How to Search for a Referral: Location First in Subject Line! (continued)**

that some areas are so sparsely populated that asking on POINT can be like shouting into the Grand Canyon! Wherever you find your candidates, check out their NAPO.net profiles, their websites, their qualifications and specialties, and provide your client/friend/relative a selection of the best choices for their situation.

### **Tips for finding organizers:**

- Use the Find an Organizer search tool on [napo.net](http://napo.net). (Click Advanced Search for options other than zip code and radius.) If you find an overwhelming number of candidates, by all means ask the Member Connect community for help! If it's a local request, use your NAPO Chapter POINT community, or whatever other communication system they have set up. If you only find a few candidates, though, you might as well evaluate them and contact them directly.
- Get to know local organizers by joining your local chapter (if you have one available), or meet informally with other NAPO members in your area. Hint: use Find an Organizer to find them!
- Get to know organizers in other areas by attending conference, joining the Virtual Chapter, and volunteering.

**Albuquerque, NM / Specific resource request**(like donation spot or plumber) – Before posting a request like this, please think about the likelihood of anyone seeing it who can really help you. The fewer organizers there are in an area, the less likely that any of them will see your post, while the vast majority of Member Connect readers will have no clue about resources that are not local to them. Don't despair, though! Google and local chapter (or informal group) colleagues can be valuable sources of information!

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## ETIQUETTE TIP #5: Use Clear, Concise Subject Lines

**Q: Dear Emily POINT Post:** I want to get a great response on my POINT post, but I'm the worst at coming up with clever subject lines. Do you have any advice? – *Signed, Drawing a Blank*

**A: Dear Drawing:** No need for clever titles - just **clear** titles! The best way to do this is to use keywords in your title, and keep it concise where possible.

Don't: *Need help!*

Do: **San Francisco Bay Area - ISO Business Coach**

ISO = in search of

Don't: *What should I do?*

Do: **Seeking Advice on Difficult Hoarding Situation**

Don't: *Laundry*

Do: **Wanted - Tips on Laundry Organization for Large Families**

Another important thing to remember: ***do not start a new thread/subject on an existing thread; go ahead and start a new one.***

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## ETIQUETTE TIP #6: How to Self-Promote

**Q: Dear Emily POINT Post:** I'm so excited because I just published my first book on how to organize flaming swords, disappearing rabbits and other vanishing magic tricks! Can I create a post on POINT to announce this astonishing effort? – *Signed, Houdini Organizer*

**A: Dear Houdini:** Bravo! While commercial messages are not permitted on POINT, there are two ways you may share your feat with your NAPO peers.

**Method #1:** If a member posts a question about how to organize magic tricks, you may respond to that post using the following guidelines:

- Comment directly to the relevant conversation on POINT;
- Include a short one-sentence description -- no prices or sales pitches -- and one link to your product or service;
- Invite the member to contact you off of POINT

**Method #2:** Participate in POINT's monthly Product Plug & Service Splash which occurs on the first Wednesday of every month! On this thread you may reply to the discussion per the following guidelines:

- You may share one product or service per monthly thread.
- You can include a brief description of your product or service. Think 30-second elevator pitch!
- You may include one URL (one preview pane is permitted)
- You may only share once per monthly thread.



## ETIQUETTE TIP #7: Don't Discuss \$\$ on POINT

**Q: Dear Emily POINT Post:** I keep hearing that we aren't supposed to talk about money with other NAPPO organizers. That doesn't make any sense to me. How do I figure out how much I should charge for my services if we can't talk about it? –  
*Signed, Confused*

**A: Dear Confused:** I understand your dilemma! Let me tell you WHY we can't talk about money, WHEN we can't talk about money, and when and how we CAN talk about money.

Basically, we can't talk about money because we want to avoid the appearance of price-setting as an industry. It is based on the Sherman Anti-Trust Policy, which is fully detailed here:

### [NAPPO Anti-Trust Policy, Summary and Statement 9.12.16](#)

(The link takes you to 3 documents: Quick Reference, Full Policy, and Intro Meeting Announcement)

Here is the statement that is read before each NAPPO meeting:

*"This meeting, as are all NAPPO board, committee, SIG and chapter meetings, will be conducted consistently with NAPPO's Antitrust Compliance Policy. The full policy and one-page summary of that policy can be found in POINT's Member Connect Community Library and on [www.napo.net](http://www.napo.net). Please be advised that the Policy applies not only while the meeting is in session, but also during *breaks and particularly during receptions, meals and other social events* surrounding the meeting. If you have not read the Policy summary, please do so. If you have any questions, please contact a member of the Board or HQ Team."*

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## **ETIQUETTE TIP #7: Don't Discuss \$\$ on POINT (continued)**

**Think of POINT discussions as being like NAPPO meetings and avoid talking about:**

1. Current or future prices, price levels or costs
2. What is a fair or rational profit
3. Actions which could lead to standardizing or stabilizing prices
4. Pricing or bidding methodologies or procedures, including the timing of implementation of price changes and whether or how prices are determined
5. Price discounts, rebates, service charges or other terms and conditions
6. Credit
7. Product warranty
8. Actual, planned or projected production, production capacity, capacity utilization or demand, including confidential company plans for new business
9. Allocating geographic or product markets
10. Whether to do business with a supplier or competitor

### **So...what CAN we discuss on POINT?**

- Advantages of hourly vs. package vs. project pricing -- WITHOUT mentioning \$\$
- How to raise one's fees -- WITHOUT mentioning \$\$
- How to charge for travel and add-on services -- WITHOUT mentioning \$\$
- You can talk about \$\$ in terms of "widgets," %, and XX. Example: I charge XX widgets for my services and want to raise my rates by 10%.

Please note: All of these topics have been discussed at length in the past, so don't miss out on previous collective wisdom! [Search POINT before asking](#), and feel free to revive an old, applicable discussion by commenting on that thread! Hint: Use quotation marks to find phrases such as "rate increase," "rate change," "travel fees," etc.

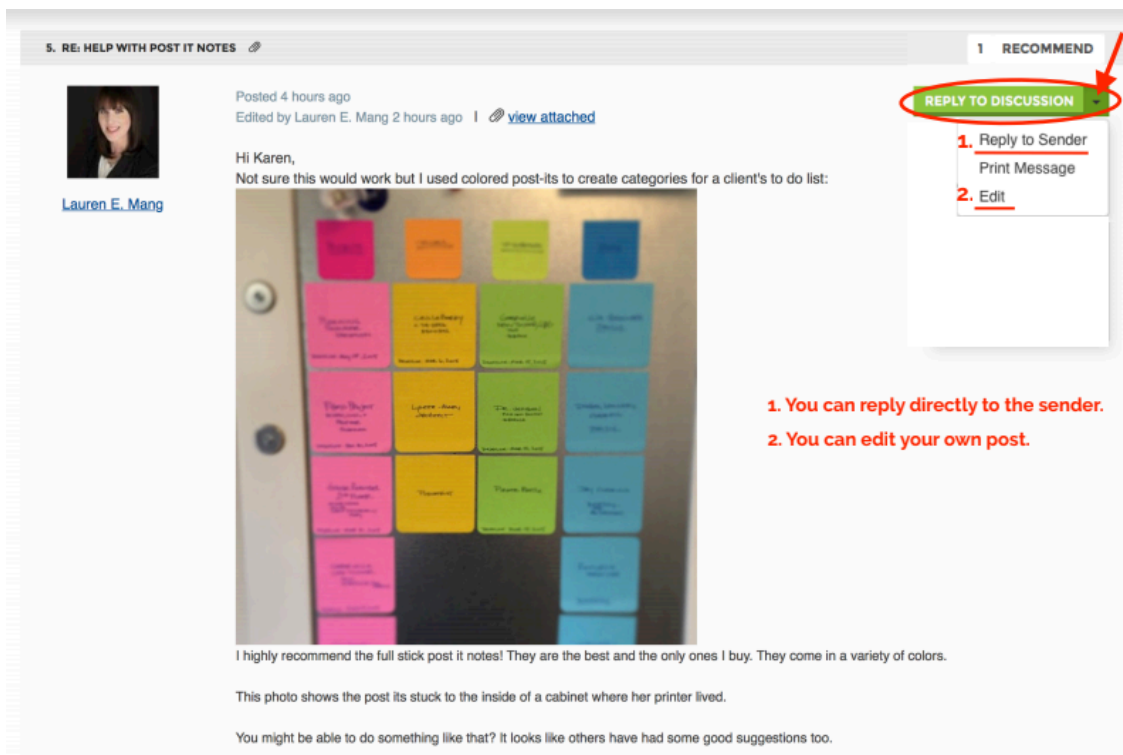
### **And where, then, can we get help with setting our actual rates?**

- Private discussions with colleagues
- Business coaches
- Google
- Small Business Administration
- NAPPO2016 session: CR 2-217 "Show Me the Money! Money Mindset & Pricing Strategies" with Lisa Montanaro

## ETIQUETTE TIP #8: How to Edit Your POINT Post

**Q: Dear Emily POINT Post:** I just caught a horrible typo in my recent post and feel like a total dunce! Is there any way I can edit the post or is this something the POINT committee needs to do? Please help me so I don't look bad to my colleagues! –  
*Signed, Total Dunce*

**A: Dear Dunce:** I have good news for you! You are absolutely able to edit your post. Look at these images to help you locate your editing tools on POINT. First click on the green arrow next to "reply to discussion" for more options:



5. RE: HELP WITH POST IT NOTES

1 RECOMMEND

REPLY TO DISCUSSION

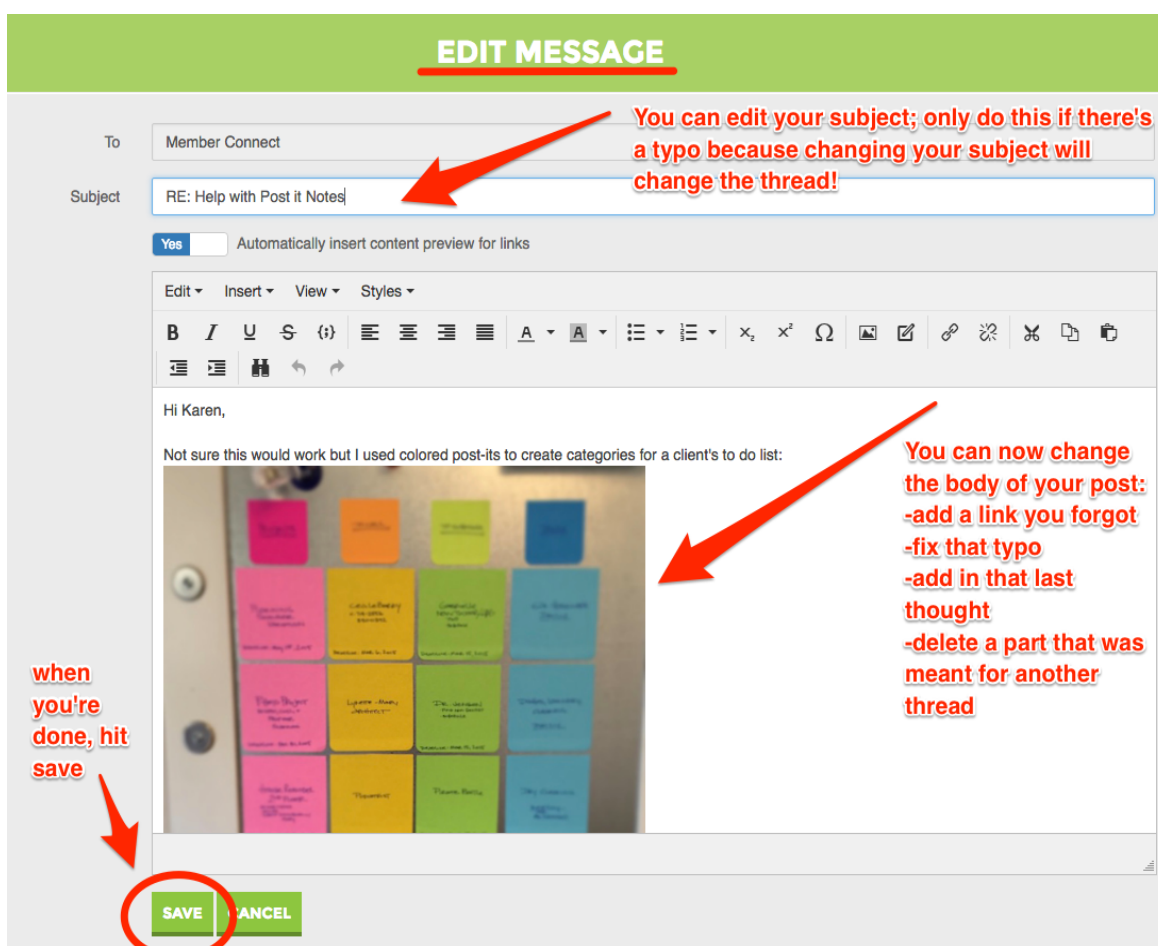
1. Reply to Sender  
Print Message  
2. Edit

1. You can reply directly to the sender.  
2. You can edit your own post.

You can reply directly to the sender from here (for those "Thank You" messages), or you can edit your post.

## ETIQUETTE TIP #8: How to Edit Your POINT Post (continued)

Once you've selected "edit" a window will pop up with your original message. Edit here and then click "save" when you're done. Voila!



Now you never have to worry about looking like a dunce in front of your colleagues again!

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## ETIQUETTE TIP #9: Don't Discuss Grievances About Suppliers/Products

**Q: Dear Emily POINT Post:** Help! I am having a problem with a particular product or vendor, but I don't want to bad-mouth them on POINT. What should I do? -Signed, Keeping it on the Up & Up

**A: Dear Up & Up:** Great question! POINT is a great community platform where we can share advice, tips and resources, yet we must exercise caution when discussing vendors or their supplies. As a member association, NAPPO holds itself to the highest standards in its compliance with Antitrust Laws ([NAPPO Antitrust Compliance Policy](#)). Any comment that could be construed as a boycott or an attempt to exclude firms from the market is subject to investigation and litigation, and violations of these laws can have serious consequences for NAPPO, its employees and our members.

Discussions about negative experiences you have had with a particular vendor or their products, however, are permitted on POINT if it is presented in a solutions-oriented manner, pursuant to the [POINT User Agreement](#):

### **Etiquette**

*Please use caution when discussing products or services and refrain from making disparaging comments. Disparaging comments are subject to removal unless these comments are presented in a solutions-oriented manner. Information posted on any platform is available for all to see, and comments are subject to libel, slander and applicable [antitrust laws](#).*

### **Violation Policy**

*[You agree that you will not] Make disparaging comments or discuss grievances about suppliers or products, unless presented in a solutions-oriented manner.*

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## ETIQUETTE TIP #9: Don't Discuss Grievances About Suppliers/Products (continued)

An example of what NOT to do, and and what you should do instead:

**Don't:** *I really hate Company X. We should boycott it!*

**Do:** *Is anyone else having trouble with this specific aspect of Company X or Product Y?  
What advice or alternatives can you recommend?*

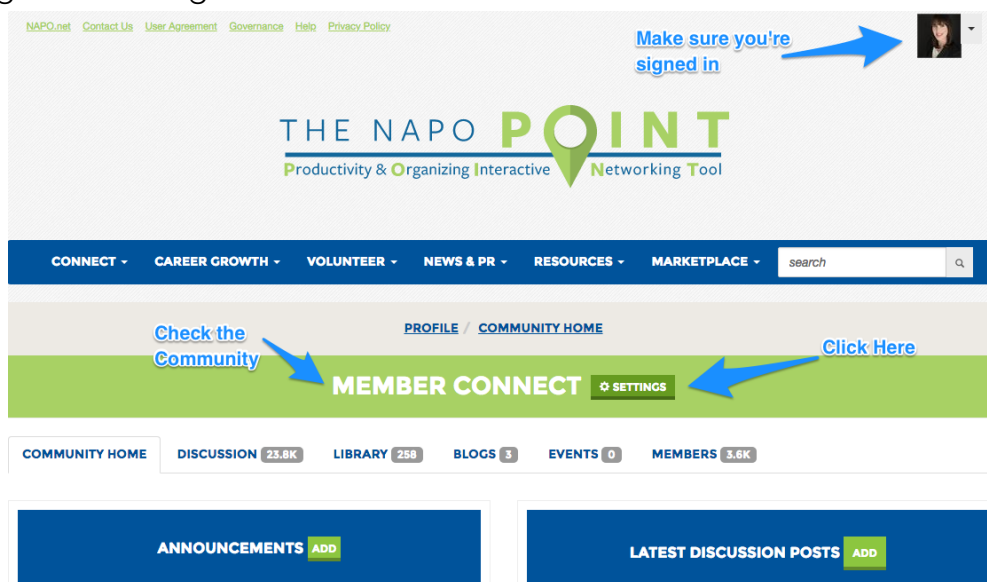
In summary, if you're having an issue with a supplier or their products, reframe your problem in a way that does not denigrate the company or product, yet seeks a solution to solve the problem.

## ETIQUETTE TIP #10: Changing/Updating Your Email Notifications

**Q: Dear Emily POINT Post:** I've noticed that some people answer the POINT posts right away. Are they logged into POINT all the time? What is their secret? I'd love to be able to answer these posts sooner, but always get the digest the next day and it feels too late to respond, or someone has already answered. Please help! –  
*Signed, Lost in the Dark*

**A: Dear Lost:** It's no secret, but it does all boil down to personal preference. The large majority of our membership prefers to receive the Member Connect Daily Digest email that comes overnight. We've heard of certain members reading the digest and answering their colleagues over their first cup of coffee, as their morning ritual.

If you want to be able to get the emails immediately, you can change your settings through POINT.napo.net - just make sure you're logged on and on the Member Connect community (in fact you can do this for any of your communities). Click the "settings" button in green:



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## ETIQUETTE TIP #11: How & When Chapters Can Promote Special Events

**Q: Dear Emily POINT Post:** My chapter is hosting an awesome event and I want to let everyone on POINT know about it because everyone's invited! What is the best way to do that outside of our dedicated POINT Community? – *Signed, Eager to Share*

**A: Dear Eager:** Thanks for asking before you post up a storm! As the POINT User Agreement states:

*Special, unique events hosted by NAPO chapters and NAPO affiliates may be promoted on a one-time basis on POINT's Member Connect Community, whereas posts to promote regular monthly chapter meetings are not permitted.*

An example of a "special, unique event" would be a Regional Conference or a webinar that is open to all to attend. It's up to you to maximize the informational value and appeal of this one-time post, and if you do it too far in advance, people might forget. But as long as they are contained in the original thread, additional comments and discussion are allowed.

Good luck with your event!



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## ETIQUETTE TIP #12: Post to the Most Appropriate POINT Community

**Q: Dear Emily POINT Post:** Where should I post my message? Is it OK to post the same thing in more than one POINT community? And how do I know which Communities I belong to, anyway? – *Signed, Just Wondering*

**A: Dear Wondering:** I'm glad you asked! Sometimes we see people mistakenly posting something to Member Connect that was meant for a SIG (Special Interest Group), or for a Local Chapter. And we occasionally see a message purposely posted in multiple communities. While that's not prohibited, and there may be occasions where it is appropriate, it can look like spam and cause confusion if you do it routinely. So, we ask that you choose the most appropriate community for your post.

### **Posting the same thing in multiple communities:**

Some people feel they have a better chance of getting a response if they post the same thing in multiple places.

Let's assume that you belong to the Member Connect community, your Local Chapter community, and also the Golden Circle community. If you post in all three places, you will fill up the inboxes (or digests) of everyone who is also in those three communities! Your colleagues may even be discouraged from replying because they're not sure where best to reply – one place? all three? privately?

So, we ask that you choose the most appropriate community for your post. Also, consider this: if you post in both Member Connect and Golden Circle, and you only get replies in GC, you are depriving MC readers (the ones who are not also GC) of the advice you got in GC!

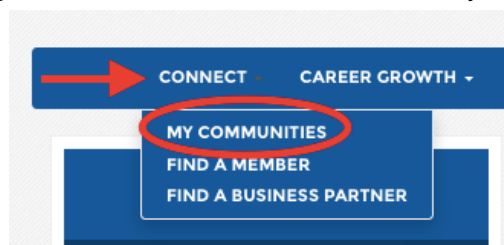
## ETIQUETTE TIP #12: Post to the Most Appropriate POINT Community (continued)

### Here are some examples of where best to post:

- **Local Chapter:** If you are requesting a local resource – local to YOU, that is – (such as a handyman, a consignment store, or help with an upcoming organizing job), post in your Local Chapter community, or use whatever other communication system is set up for its members. If you aren't a member of your local chapter -- but why aren't you? -- go ahead and post in Member Connect.
- **Golden Circle:** If you seek the advice of, or want to discuss an advanced topic with, your veteran organizing colleagues (more than 5 years membership), post in Golden Circle.
- **Member Connect:** If you want a larger potential sounding board, or think everyone could benefit from the discussion, post in Member Connect. Also, if you are seeking resources in a location other than your own, feel free to post here. But don't forget that you can also search the NAPO Directory for help in other locations. (REMEMBER: While not all members belong to Golden Circle, or New to NAPO, ALL members -- *including* GC and N2N -- belong to Member Connect.)
- **New to NAPO:** If you are a newbie (less than 1 year membership), and have some really basic getting-started questions, post in New to NAPO.

### How to find your Communities:

On any POINT page, click Connect and look for My Communities on the drop-down menu:



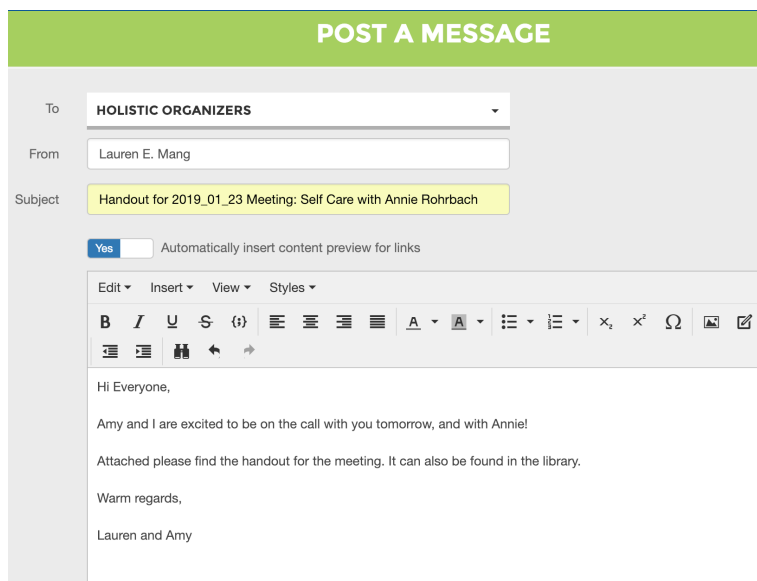
## ETIQUETTE TIP #13: How to Include or Find Attachments to a POINT Post/Reply

**Q: Dear Emily POINT Post:** I want to attach a photo or document to a POINT post but am unsure of how to do it. Do I do it through the POINT community directly? Or can I do it via email? Help! – *Signed, Feeling Unattached*

**A: Dear Unattached:** Thanks for asking. The good news is you can attach either a file (pdf, doc, etc.) or an image *either* through the POINT community *or* your email. But please note that it's often more effective to embed an image into your email reply rather than simply attaching it to a POINT post (your fellow POINT members will thank you for it). Here's how to do it in each instance.

### POINT community:

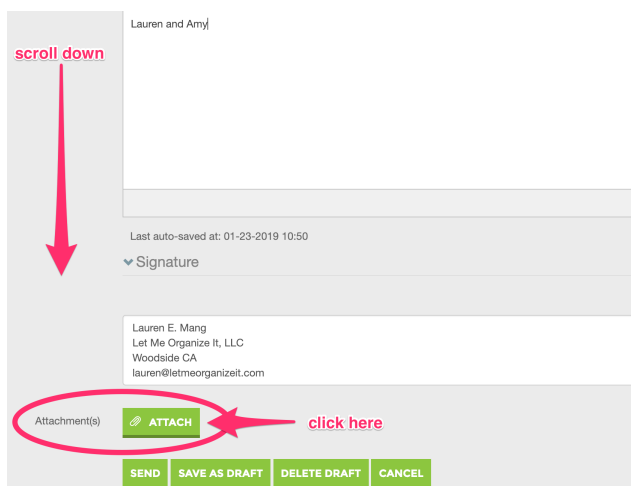
Log into POINT (<https://point.napo.net>), and locate the community in which you want to post and start a new draft. Or if you are replying to a thread, log into the community, find the original post, and hit reply. For a new post - write your message:



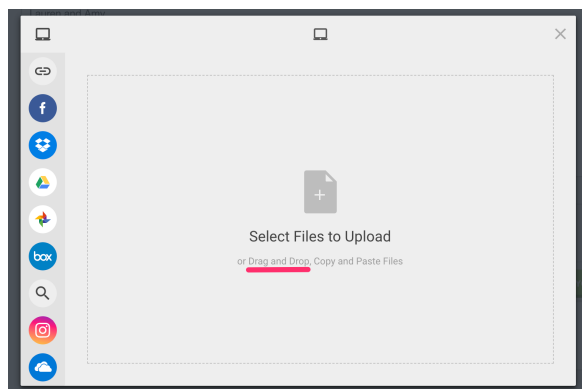
The screenshot shows the 'POST A MESSAGE' interface. At the top is a green header with the text 'POST A MESSAGE'. Below this is a form with the following fields: 'To' (a dropdown menu showing 'HOLISTIC ORGANIZERS'), 'From' (a text box with 'Lauren E. Mang'), and 'Subject' (a text box with 'Handout for 2019\_01\_23 Meeting: Self Care with Annie Rohrbach'). Below these fields is a checkbox labeled 'Yes' with the text 'Automatically insert content preview for links'. Underneath is a rich text editor with tabs for 'Edit', 'Insert', 'View', and 'Styles'. The editor contains the following text: 'Hi Everyone,', 'Amy and I are excited to be on the call with you tomorrow, and with Annie!', 'Attached please find the handout for the meeting. It can also be found in the library.', 'Warm regards,', and 'Lauren and Amy'. The editor also features various formatting icons like bold, italic, underline, and link.

## ETIQUETTE TIP #13: How to Include or Find Attachments To a POINT Post/Reply (continued)

Then scroll down until you find the green "attach" button:

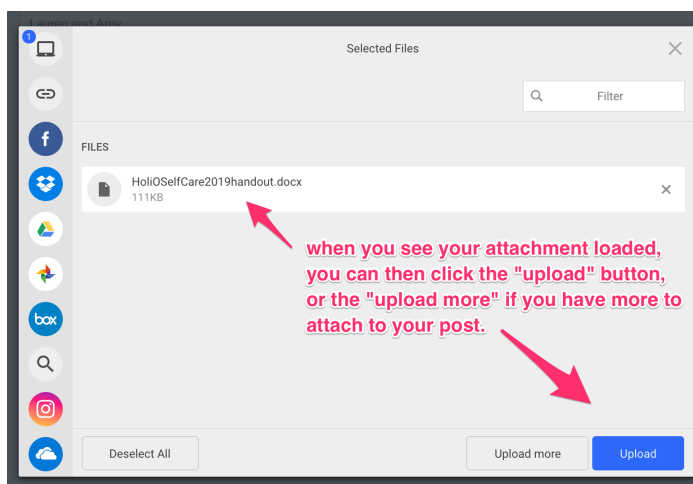


A new window will pop up allowing you to drop and drag a file, or upload from a source (likely your computer):

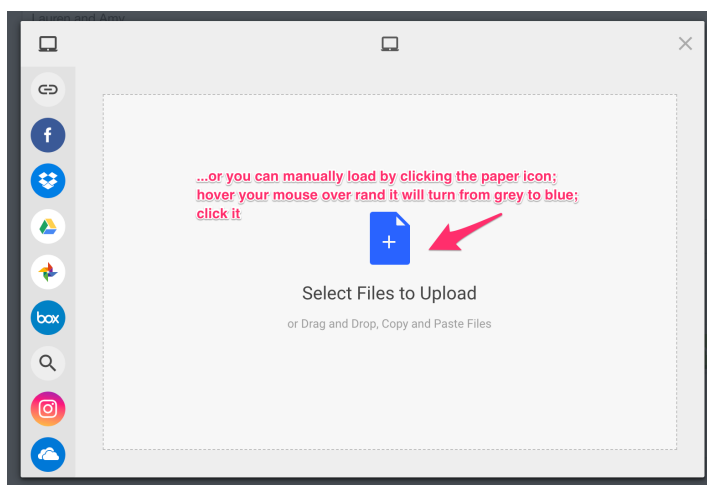


## ETIQUETTE TIP #13: How to Include or Find Attachments to a POINT Post/Reply (continued)

If you "drag and drop" your file/image from your desktop, it will look like this:

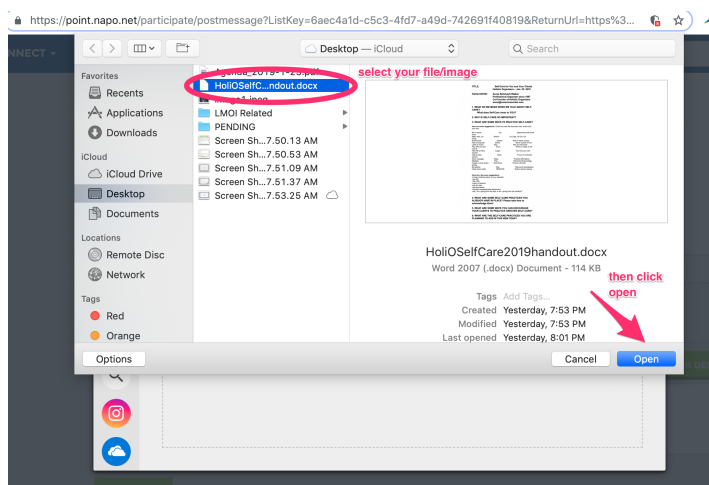


If you upload from your computer, click the icon in the middle (it will turn blue when your mouse is hovered over it):

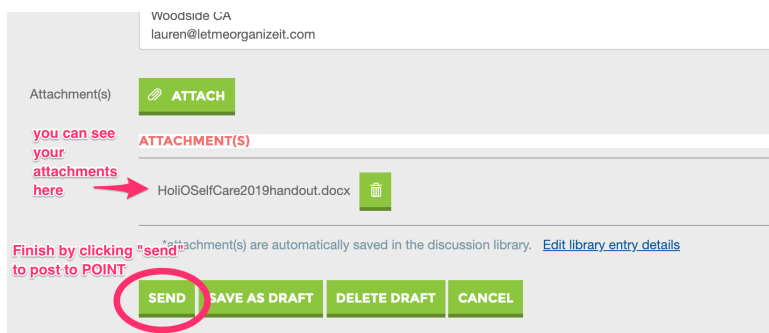


## ETIQUETTE TIP #13: How to Include or Find Attachments to a POINT Post/Reply (continued)

You can then select the correct file or image from the list:



You'll know it worked when you scroll to the end of the post and see the attachment listed under the red "attachments" section, with a little trash can icon next to it (in case you uploaded the wrong item and need to delete it).



You can then click "send" and away your message will go, attachments and all.

## ETIQUETTE TIP #13: How to Include or Find Attachments to a POINT Post/Reply (continued)

### Email:

This method is usually in response to another email, so within your email account, locate the email you want to respond to and click "reply to group" or "reply to sender" (in my email they are blue buttons in the upper right corner):

### Holistic Organizers

[Post New Message](#)

Handout for 2019\_01\_23 Meeting: Self Care with Annie Rohrbach

[Reply to Group](#)

[Reply to Sender](#)



Jan 22, 2019 10:57 PM

[Lauren E. Mang](#)

Hi Everyone,

Amy and I are excited to be on the call with you tomorrow, and with Annie!

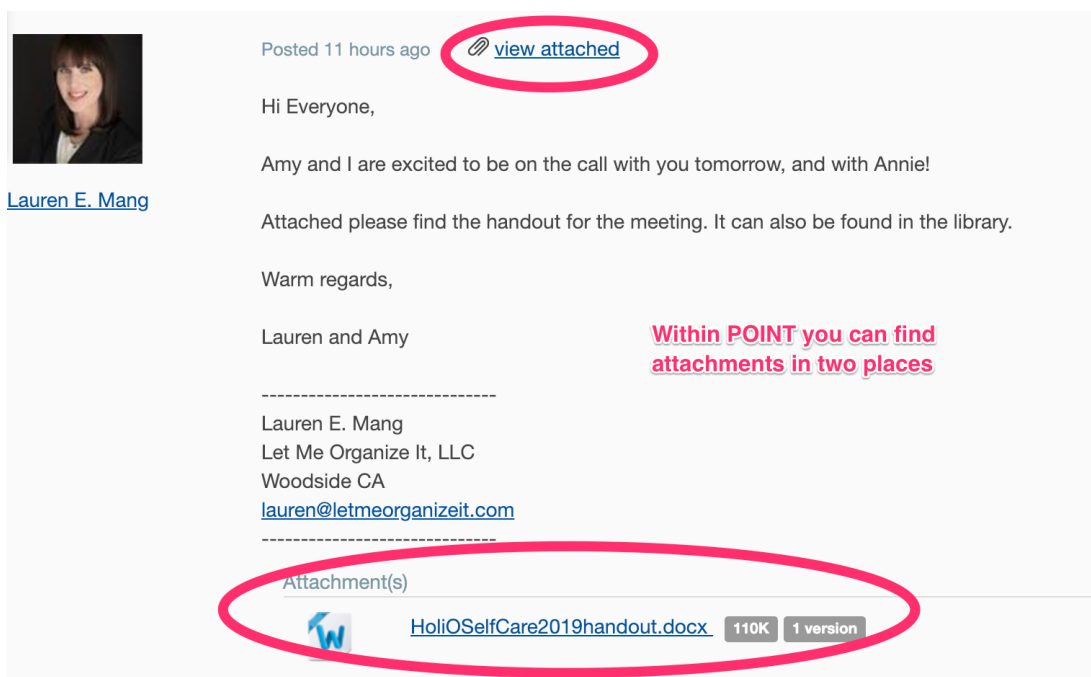
A new email window will pop up, and you can add in your message. You can then either "drag and drop" the file into your email (note: with an image this will embed into the email itself and not add as a separate attachment; if it's a file it will automatically attach to the email and not embed) OR you can click the "paper clip" icon on your email client to upload the file manually to your email.

You can then click "send" and away your message will go, attachments and all.

## ETIQUETTE TIP #13: How to Include or Find Attachments to a POINT Post/Reply (continued)

### Finding Attachments:

If someone else has posted an image or attachment, you can find it on the post in the POINT community in the upper right corner where it will be a blue hyperlink with the paper clip icon called "view attached" or at the bottom of the message under the "attachments" section:



If you're in your email, you can click the blue hyperlink called "view attached" with the paper clip icon and it will take you to the POINT community where you will need to log in before you can see the attachment.

Now you're all set for attaching files and images to your own posts or in response to others, as well as finding those posted by colleagues!



## ETIQUETTE TIP #14: Mind Your P's & Q's

**Q: Dear Emily POINT Post:** I totally disagree with another member's approach to handling a delicate client situation and want to scream and shout about it! Can I do that on POINT? Can I enlighten my colleagues that there is another, better way than the idiotic approach this member is taking? I'm quite outspoken (and am known for that) yet I find it challenging to edit myself on POINT. – *Signed, Unedited*

**A: Dear Unedited:** Thanks for asking, and may I suggest that you please TRY to edit yourself? POINT is a valuable online forum for our members to engage, share and bond with each other. If snarky comments or sarcasm prevailed (as we often see in social media), that would diminish the value that POINT brings to NAPPO and could potentially turn our members away from this treasured resource.

Per the [POINT User Agreement](#), we would like to remind our members of a few "Golden Rules" found under the Etiquette section:

- *Be courteous, respectful, and do not attack others. The discussions within the POINT communities are meant to share information and stimulate conversation, not to create contention. Let others have their say, just as you may;*
- *Please use caution when discussing products or services and refrain from making disparaging comments. Disparaging comments are subject to removal unless these comments are presented in a solutions-oriented manner. Information posted on any platform is available for all to see, and comments are subject to libel, slander and applicable antitrust laws*
- *Do not post anything that you would not want the world to see or that you would not want anyone to know that it came from you;*

## ETIQUETTE TIP #14: Mind Your P's & Q's

**Q: Dear Emily POINT Post:** I totally disagree with another member's approach to handling a delicate client situation and want to scream and shout about it! Can I do that on POINT? Can I enlighten my colleagues that there is another, better way than the idiotic approach this member is taking? I'm quite outspoken (and am known for that) yet I find it challenging to edit myself on POINT. – *Signed, Unedited*

**A: Dear Unedited:** Thanks for asking, and may I suggest that you please TRY to edit yourself? POINT is a valuable online forum for our members to engage, share and bond with each other. If snarky comments or sarcasm prevailed (as we often see in social media), that would diminish the value that POINT brings to NAPPO and could potentially turn our members away from this treasured resource.

Per the [POINT User Agreement](#), we would like to remind our members of a few "Golden Rules" found under the Etiquette section:

- *Be courteous, respectful, and do not attack others. The discussions within the POINT communities are meant to share information and stimulate conversation, not to create contention. Let others have their say, just as you may;*
- *Please use caution when discussing products or services and refrain from making disparaging comments. Disparaging comments are subject to removal unless these comments are presented in a solutions-oriented manner. Information posted on any platform is available for all to see, and comments are subject to libel, slander and applicable antitrust laws*
- *Do not post anything that you would not want the world to see or that you would not want anyone to know that it came from you;*

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## ETIQUETTE TIP #14: Mind Your P's & Q's (continued)

These are rules we should follow in all areas of our lives, but especially here in the digital realm, where nothing you say or do is private. Live your life with integrity! On that note, let's close this tip with [NAPO's Code of Ethics](#) - principles which guide us in our work with clients and our relationships with each other:

### **NAPO Code of Ethics**

The NAPO Code of Ethics is a set of principles that guides our professional conduct with our clients and colleagues. Members of NAPO pledge to exercise judgment, self-restraint and conscience in their conduct in order to establish and maintain public confidence in the integrity of NAPO members and to preserve and encourage fair and equitable practices among all who are engaged in our profession.

### **Clients / Working Relationships**

- I will serve my clients with integrity, competence, and objectivity, and will treat them with respect and courtesy.
- I will offer services in those areas in which I am qualified and will accurately represent those qualifications in both verbal and written communications.
- When unable or unqualified to fulfill requests for services, I will make every effort to recommend the services of other qualified professional organizers, productivity consultants and/or other qualified professionals.
- I will advertise my services in an honest manner and will represent the organizing and productivity profession accurately.

### **Confidentiality**

- I will keep confidential all client information, both business and personal, including that which may be revealed by other professional organizers and productivity consultants.
- I will use proprietary client information only with the client's permission.
- I will keep client information confidential and not use it to benefit myself or my firm, or reveal this information to others.

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## **ETIQUETTE TIP #14:**

### **Mind Your P's & Q's (continued)**

#### **Fees**

- I will decide independently and communicate to my client in advance my fees and expenses, and will charge fees and expenses which I deem reasonable, legitimate, and commensurate with my experience, the services I deliver, and the responsibility I accept.
- I will make recommendations for products and services with my client's best interests in mind.

#### **Colleagues**

- I will seek and maintain an equitable, honorable, and cooperative association with other NAPPO members and will treat them with respect and courtesy.
- I will respect the intellectual property rights (materials, titles, and thematic creations) of my colleagues, and other firms and individuals, and will not use proprietary information or methodologies without permission.
- I will act and speak on a high professional level so as not to bring discredit to the organizing and productivity profession.