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	Nota di contenuto	Table of Contents; Title; Copyright; Acknowledgements; Preamble; Introduction; I.1. Electronic communication, what is the problem?; 1 Electronic Mail; 1.1. Electronic mail, what is it exactly?; 1.2. The most used communication tool in the professional world; 1.3. Characteristics and beginning of misuse; 1.4. E-mail versus other communication tools; 1.5. The structure of e-mail and its susceptibility to misuse; 1.6. Other forms of electronic communication, other flaws; 1.7. Conclusion; 2 From Role to Identity; 2.1. Roles, boundaries and transitions; 2.2. Roles; 2.3. Identities; 2.4. Conclusion 3 Roles and the Digital World3.1. When electronic communications disrupt space-time; 3.2. Role transformation; 3.3. Conclusion; 4 Challenges in Communication; 4.1. Interpersonal communication: a subtle tool; 4.2. Misunderstanding in communication; 4.3. From misunderstanding to a lack of respect; 4.4. A challenge for digital managers: communicating with the absent other; 4.5. Conclusion; 5 Defining Spam; 5.1. What is spam?; 5.2. Preface: the influence of role on users' perceptions of messages; 5.3. Classifying e-mails according to role management theory; 5.4. Message classification model 5.5. Conclusion6 A Lack of Ethics that Disrupts E-mail Communication; 6.1. There is a new behavior behind every technical asset; 6.2. Ethics and Information and Communication Technologies; 6.3. Glossary of

misuses and some of their consequences; 6.4. Conclusion; 7 The Deadly Sins of Electronic Mail; 7.1. Carefree exuberance; 7.2. Confused identity; 7.3. Cold indifference; 7.4. Impassioned anger; 7.5. Lost truth; 7.6. The door of secrets; 7.7. Fraudulent temptation; 7.8. What answers should be given to these questions?; 8 The Venial Sins of Electronic Mail; 8.1. Information overload 8.2. Anonymous disrespect8.3. Communication poverty; 8.4. Misunderstanding; 8.5. Culpable ambiguity; 8.6. Humor, love, rumors, and all the rest; 9 Exposure to Spam and Protection Strategies.; 9.1. Risk behaviors; 9.2. Protection strategies; 9.3. Conclusion; Concluding Recommendations; Uses and behaviors; Conclusion; Bibliography; Index; End User License Agreement

Sommario/riassunto	This book is a study of the causes of spam, the behaviors associated to the generation of and the exposure to spam, as well as the protection strategies. The new behaviors associated to electronic communications are identified and commented. Have you ever felt overwhelmed by the number of e-mail and textual messages in your inbox, be it on your laptop, your Smartphone or your PC? This book should help you in finding a wealth of answers, tools and tactics to better surf the ICT wave in the professional environment, and develop proper protection strategies to mitigate your exposure to spam in any form.