

# EXERCISE 4

Have something to write on.

## BELOW IS A LIST OF INTERNET COMMUNICATION RULES

I am giving you a list of rights and responsibilities and I encourage you to distribute it in your workplace. Tick the rules that are followed in your workplace.



## LIST OF RIGHTS AND OBLIGATIONS OF ON-LINE COMMUNICATION

The basic issues of professional communication at work, which will affect the building of positive relationships and bonds, include:



- avoiding imposing
- avoiding contact with people who do not want it
  
- treat a co-worker and online customer as if you were treating them in person
- show respect to the co-worker and the client - both during a direct conversation and by e-mail (maintaining polite forms, correct spelling and answering all questions both before and after the service).

- respecting the privacy of colleagues and clients - this is not only a postulate of netiquette, but also an obligation imposed by law
- providing truthful information and not hiding information about possible defects of services
- updating the individual or company website
- avoiding any signs of unfair competition
- compliance with the law and applicable moral standards.

The ability to communicate via the Internet is now obvious and easily accessible to us. However, in order for the internet to change people's lives for the better, it is worth starting with yourself and trying to use it in accordance with the principles of ethics and respect for other people.

