

MODULE 9

SOLUTIONS TO SUPPORT ONLINE COMMUNICATION



LESSON SCENARIO WITH GUIDELINES FOR THE EDUCATOR FOR 4H CLASSES

I. GENERAL INFORMATION

- Class duration
- Recipients of the classes
- Number of participants
- Methods / techniques of work
- Materials needed to carry out the classes
- Purpose of classes

II. INTRODUCTION

- Introducing the subject
- Introducing a lecturer/lecturers
- Ice breaker: Group integration
- Establishing group rules

III. THE CONTENT

IV. CLOSING THE WORKSHOPS

V. ANNEXES

VI. EVALUATION SURVEY

VII. DIPLOMA FORM



I. GENERAL INFORMATION

Class duration:

- 4 hours

Recipients of the classes:

The recipients of the classes are adults, employees of the administrative and financial industry. The scenario of the classes can be used by others from other professional groups interested in the topic of creative developing and creative thinking.

Number of participants:

Class group for 12 people of both sexes. It is also possible to conduct classes in a smaller group of at least 8 participants, depending on the conditions of the premises or the size of the team.

Recommended methods of work:

- Brainstorming
- Active ways of conducting classes: working in groups
- Active ways of conducting classes: working in pairs
- Individual work
- Relaxation techniques
- Psychoeducation
- Mini lecture

Sample materials needed to carry out the classes:

- Worksheets
- Pens
- Crayons
- Markers



I. GENERAL INFORMATION

- Sticky notes
- Flipchart
- A4 sheets of paper
- Pens
- Certificates
- Evaluation survey

Course objective:

The main objective is to present different tools and solutions that help in effective communication and collaboration in an online environment. The module aims to provide participants with knowledge of different platforms, applications and technologies that they can apply in their teams or organisations to improve online communication. In addition, it also aims to, provide participants with practical knowledge and tools that will enable them to communicate and collaborate effectively in an online environment, contributing to the success of their teams and organisations.

Mini lecture: (30 minutes)

In today's dynamic business environment, especially after the COVID pandemic where remote working and online collaboration have become commonplace, choosing the right tools for online communication is crucial. Many of the software and applications available on the market offer various features and capabilities to help maintain a smooth flow of information and effective team collaboration.



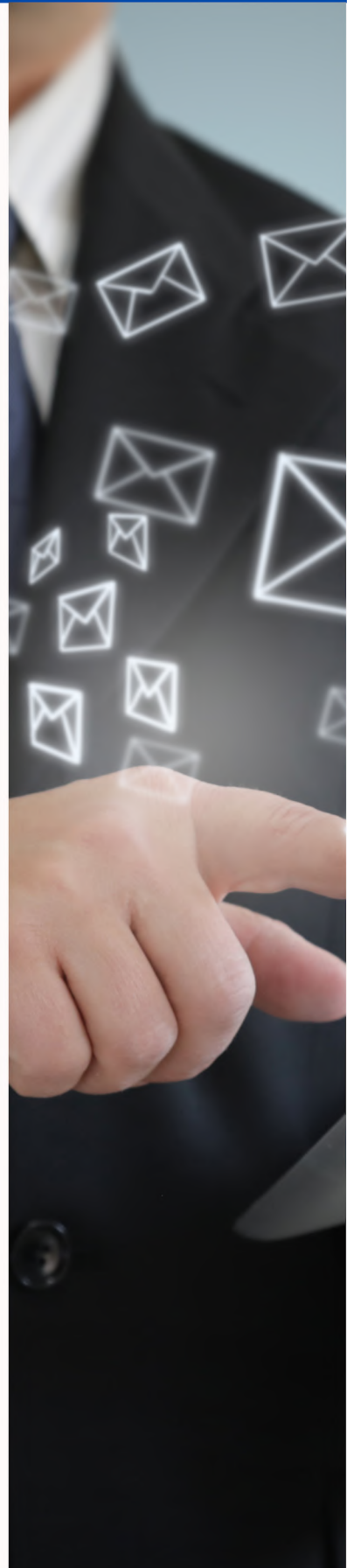
I. GENERAL INFORMATION

There are several solutions available to support online communication, with different features and capabilities.

Here are some of the most popular:

- Video conferencing software allows users to conduct virtual meetings, webinars and online training. Some popular options include Zoom, Microsoft Teams, Skype, Google Meet and GoToMeeting.
- Instant messaging and chat applications allow users to send real-time messages, share files and collaborate on projects. Popular options include Slack, Microsoft Teams, WhatsApp and Facebook Messenger.
- Email clients are used to send and receive emails, along with attachments and files. Popular options include Gmail, Microsoft Outlook and Apple Mail.
- Social media platforms allow users to connect with others and share information, ideas and updates. Some popular options include Facebook, Twitter, LinkedIn and Instagram.
- Collaboration software allows teams to work together on projects, share documents and manage tasks. Some popular options include Asana, Trello, Teams and Basecamp.
- Online webinar and event platforms allow users to organise live events and presentations online. Some popular options include Zoom, Webex, GoToWebinar and Microsoft Teams.
- Voice over Internet Protocol (VoIP) services allow users to make voice and video calls over the internet. Popular options include Skype, WhatsApp and Facebook Messenger.

As technology evolves, more and more organisations are starting to use distributed teams, consisting of employees working from home from different locations. Managing such teams brings with it challenges of communication and collaboration. As such, online communication is becoming an extremely important tool to help overcome the obstacles of geographical distance and enable effective remote collaboration.





II. INTRODUCTION

Example:

What we do	What we don't do
We are kind to each other We respect each other We communicate the need for breaks	We don't criticize each other We do not use mobile phones We do not judge other people's opinions



The educator collects the notes, reads them aloud, asks if everyone agrees to the presented rules. Then they are stuck in a visible place.

Next, the lecturer suggests that each participant shall write their name on the second piece of paper and stick it in a visible place on their chest.

The question is what we expect after the classes. Verification of expectations - (10 min)

The lecturer distributes one sticky note to each participant and asks them to write down their expectations in relation to the classes. The participants are given 3 minutes to do this. Then the lecturer collects the notes, reads the questions/statements and discusses them.

Garage - (5 minutes)

The educator takes out a previously prepared A4 sheet / flipchart with the inscription "GARAGE" and a marker and informs the participants what "Garage" is. "Garage" - during breaks in the garage, each of the participants can anonymously write down a question about the content and course of classes. The questions will be answered after the break.

III. MERTIS

Task 1 (20 min)

At the very beginning, the lecturer conducts a discussion with the participants to stimulate them to act.

Below are questions the lecturer may ask:

- What are the biggest challenges of online communication?
- What are the most common problems you encounter when conducting online meetings?
- What communication tools or platforms do you prefer and why?
- What strategies do you use to maintain effective virtual communication?
- What are the best practices for online group communication?
- What is your experience with online conflict resolution?
- How do you deal with difficulties related to cultural differences in online communication?
- What is your approach to organizing and managing virtual meetings?
- What tools or features do you find most useful for online communication?

Then the lecturer goes to the exercises.

Exercise 1:

This exercise must be performed by a group of 2.

1. Compose and send an email: Compose a new email and send it to your partner. Try adding a signature to your email.
2. Your partner must open the email and reply with an attached file
3. Repeat the process until you exchange 3 emails
4. Now you need to organize your inbox: Use labels to organize your emails by category. For example, you can create a label for work emails, personal emails, or emails related to a specific project.
5. Customize your inbox: Try customizing your inbox view by adding or removing columns or changing the inbox type to suit your preferences.
6. Create filters: Create filters to automatically label, archive, or delete incoming emails based on specific criteria. For example, you can create a filter to label all emails from your boss as "important" or to automatically archive all emails with the word "newsletter" in the subject line.



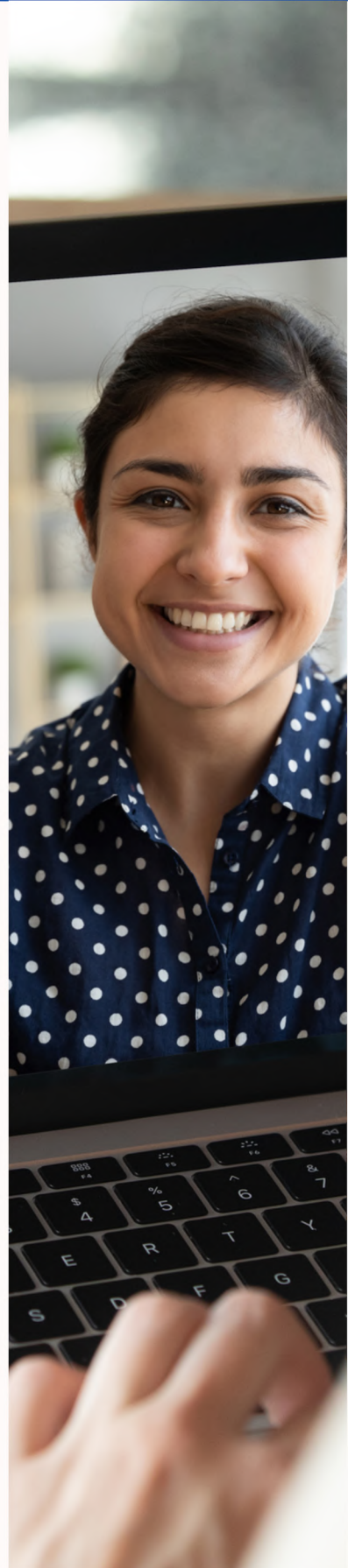


III. MERTIS

Task 2 (30 min)

Asynchronous communication refers to an interaction where participants do not need to be available simultaneously at one time. This means that messages, information and communicates are transmitted at different times, and recipients have the flexibility to read and respond to them.

A good example is sending e-mails or creating discussion threads on an Internet forum. In contrast, synchronous communication refers to an interaction where participants must be available simultaneously. In this case, the communication takes place in real time, which means that the participants of the communication must be present and engage in dialogue at the same time. Examples include telephone calls, video conferences or live chats. That is, the main difference is the time in which messages are transmitted and received, and the availability of communication participants.





III. MERTIS

Task to be completed 1:

Which online communication tools do you choose and why?
Which ones for synchronous communication?

-
-
-
-
-
-

Which ones for asynchronous communication?

-
-
-
-
-
-

Work card 1:


CARD 1

Googel Meet Schedule a Video Meeting

1 Start or schedule a video meeting

1. Go to <https://meet.google.com>
2. Click **New Meeting**.
3. Select an option:
 - **Create a meeting for later:** To share the meeting details for a future meeting, copy the meeting link and share with participants. To directly start the meeting with this link, paste the link into a browser; or enter the link into the "Enter a code or link" field > click **Join**.
 - **Start an instant meeting:** Create a new meeting and join the meeting directly.
 - **Schedule in Google Calendar:** To schedule a meeting, you're directed to Google Calendar.
Tip: Google Workspace Essentials users can't schedule a meeting in Google Calendar

2 Schedule a meeting from Google Calendar

When you create an event on Google Calendar, you can add a video meeting link.

- **Google Workspace users:** You can also add a dial-in number to the Calendar event.
- **Google Workspace Essentials users:** You can't schedule a meeting in Google Calendar.

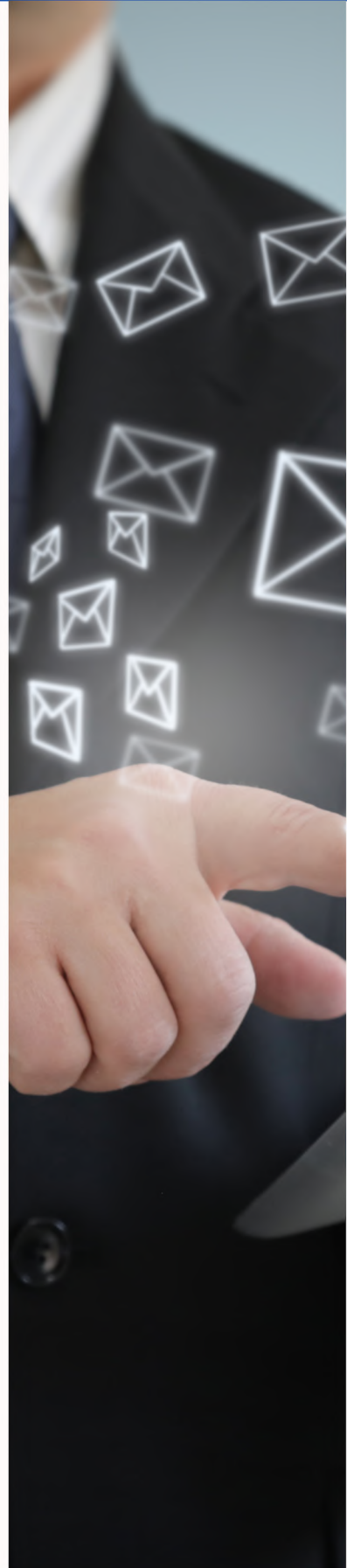
Important: Guests can forward the meeting link to other people. If an uninvited person tries to join, a meeting participant from your organization must accept their request. For meetings organized by a personal Google Account, only the meeting creator can admit these participants.

In Calendar, create an event.

1. Click **Add guests**.
2. Enter the names or email of the people you want to invite.
3. Click **Save**.
4. To notify guests, click **Send**.






III. MERTIS

Work card 3:


CARD 3

Making a Call with Skype

1 Download and Install Skype


It's easy to get started with Skype. All you need to do is:

1. Download Skype to your device.
2. Create a free account for Skype.
3. Sign in to Skype.




2 How do I make a call in Skype?

Calling Skype contacts on Skype is always free - but to call a mobile phone or landline through Skype requires Skype Credit or a subscription.

1. Find the person you want to call from your Contacts list.
2. If you don't have any contacts, then learn how to find a new contact.
3. Select the contact you want to call, and then select the audio call button or video call button. If you want to make a group call, simply add another participant to a one-on-one chat or select the Start call button in a group chat. If the person you want to make an audio call to has a Skype Number or landline added to their account, you have the option to call that number using Skype Credit or your Skype subscription.
4. At the end of a call, select the end call button to hang up.



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After the exercises, the lecturer goes to the summary and asks the participants questions.

Below are examples of questions:

- What are the main features of asynchronous communication?
- What are the main advantages of asynchronous communication compared to synchronous communication?
- In what situations is it worth using asynchronous communication?
- What are the main tools and methods of asynchronous communication?
- What are the main challenges of asynchronous communication and how can they be overcome?
- What are the main characteristics of synchronous communication?
- What are the main advantages of synchronous communication compared to asynchronous communication?
- In what situations is it worth using synchronous communication?
- What are the main tools and methods of synchronous communication?
- What are the main challenges of synchronous communication and how can they be overcome?



III. MERTIS

Task 3 (40 min)

Real-time online communication refers to the ability to instantly exchange information and interact with others via the internet. It enables, thanks to various tools and digital platforms, immediate interaction.

Key aspects and features of real-time online communication include:

- Immediate Interaction - Messages, voice or video calls are delivered instantly, allowing for quick decisions and timely responses.
- Video conferencing - Participants can see and hear each other in real time, which promotes more engaging and interactive discussions.
- Instant Messaging and Chat - Enables quick text conversations where participants can exchange messages, files and links in real time.

Examples of messengers for real-time online communication:

WhatsApp - WhatsApp is a communication application that allows users to send text, voice and video messages, make voice and video calls, share photos, videos, documents and locations and join groups.

Zoom - Zoom is a cloud-based video conferencing platform that allows users to conduct virtual meetings, webinars and online training sessions.

Messenger - Messenger is a communication application developed by Facebook that allows users to send text messages, voice messages, photos, videos and other content to other Facebook users. Messenger is available on mobile and desktop devices and can be used via the Facebook website or the dedicated Messenger app.



III. MERTIS

Work card 2:


CARD 2

Google Meet
Join a
Video Meeting

- 1

Join from a Google Calendar event

 1. In Google Calendar, click the event you want to join.
 2. Click Join with Google Meet.
 3. In the window that opens, click Join Now.
- 2

Join with a meeting link URL

Sometimes there isn't enough time to schedule a meeting and book a room. With Meet, you can join an impromptu video meeting by clicking the meeting link URL sent to you in a text or email.

 1. Click the meeting link sent to you in a chat message or email.
 2. Follow the onscreen prompts to join the meeting.
 - 3.

Tip: Only participants on the calendar invite can enter without an explicit request to join meetings. Participants not on the calendar invite must request to join a meeting by "knocking", which must be accepted by the meeting organizer.
- 3

Other ways to join meetings

You can also join a meeting from Gmail, from your phone, using a third-party video conferencing system, and in many other ways.



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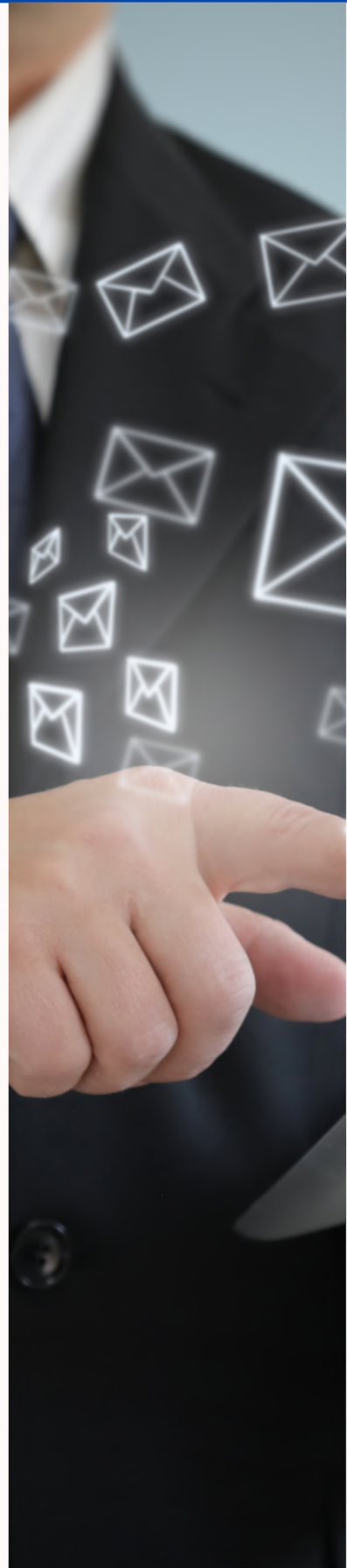




Task to be performed 4:

When instant communication (chat, video conferencing) or asynchronous communication such as emails is used.

What are your thoughts on this?



III. MERTIS

Work card 7:


CARD 7



Let's Zoom!

Let's zoom!

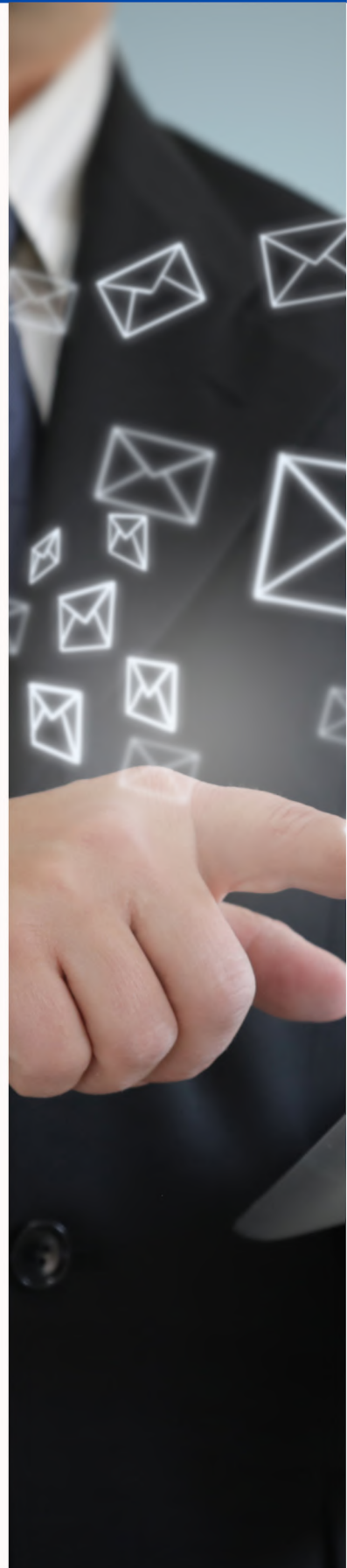
Work in Pairs

Requirements: 2 PCs

1. One member of the pair must Sign up in Zoom (www.zoom.us). It's free
2. Now, schedule a meeting that will take place in the next 10 minutes.
3. Provide your partner with the zoom id meeting and pass code
4. The other member visit the zoom portal (www.zoom.us)
5. Click on Join a meeting. Provide the meeting ID and pass Code
6. Now you can talk!

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After completing the exercises, the lecturer asks the participants a question to summarize the issue.

Below are sample questions:

- What are the main advantages of real-time online communication compared to other forms of communication?
- What tools and platforms can be used for real-time online communication?
- How real-time online communication supports effective collaboration and interaction between teams?
- What are the most important technical aspects to consider when communicating online in real time?
- What are the best practices and strategies to ensure effective real-time online communication?
- What are the potential challenges and problems of real-time online communication and how can they be solved?
- How does real-time online communication affect the productivity and effectiveness of teamwork?

III. MERTIS

- What are the differences between real-time online and offline communication?
- What are the best practices for participating in video conferencing and how can you maintain high-quality real-time communication?
- What are the most important factors to consider when choosing real-time online communication tools and platforms?

Task 4 (20 min)

In today's digital environment, online communication with your team has become an essential part of teamwork. Virtual communication tools enable us to interact, collaborate and share information. However, for this communication to be effective and efficient, certain standards must be maintained.

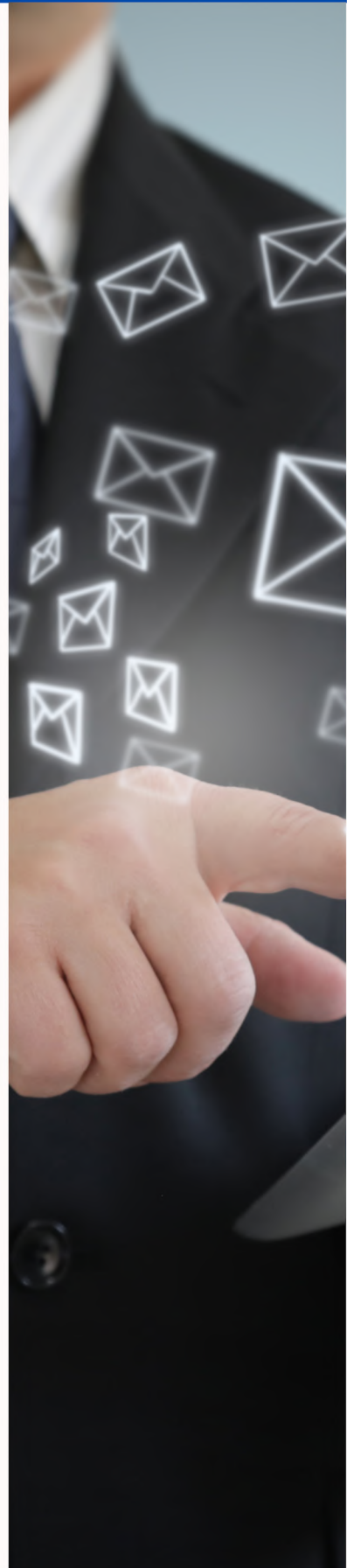
Here are a few of them:

- Brightness and clarity
- Respect and courtesy
- Quick reaction
- Communication culture
- Clear communication goals
- Taking diversity into account
- Openness to feedback

Task to be completed 2:

Set communication norms: Set communication norms with your team to make sure everyone is on the same page. This may include guidelines on when to use certain communication tools, how often to check messages and what information should be included in messages. For example, how often or when will synchronous and asynchronous communication take place? Remember that too much chatting can be disruptive and a lack of video calls can lead to isolation.

Write down your 'rules' for how communication should take place.





III. MERTIS

Task to be completed 3:

How do you plan to train and support your team members in using online communication tools?

Write down your plan:

Work card 9:



CARD 9

Creating a Google Account



To create a Google account, follow these steps:

1. Go to the Google Sign Up page: <https://accounts.google.com/signup>
2. Enter your first and last name in the appropriate fields.
3. Choose a username, which will be your email address. You can either create a new username or use an existing email address.
4. Create a strong password that is at least 8 characters long and includes a mix of uppercase and lowercase letters, numbers, and symbols.
5. Confirm your password by entering it again in the "Confirm Password" field.
6. Enter your birthdate and gender.
7. Provide your mobile phone number for account verification and recovery purposes. You can also skip this step if you prefer not to add a phone number.
8. Optionally, you can provide an alternative email address for account recovery purposes.
9. Agree to the terms of service and privacy policy.
10. Click on the "Create Account" button.
11. Follow any additional steps, such as setting up 2-factor authentication or adding a profile picture, if prompted.
12. Once you have completed these steps, your Google account will be created, and you can start using it to access Google services and products.



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III. MERTIS

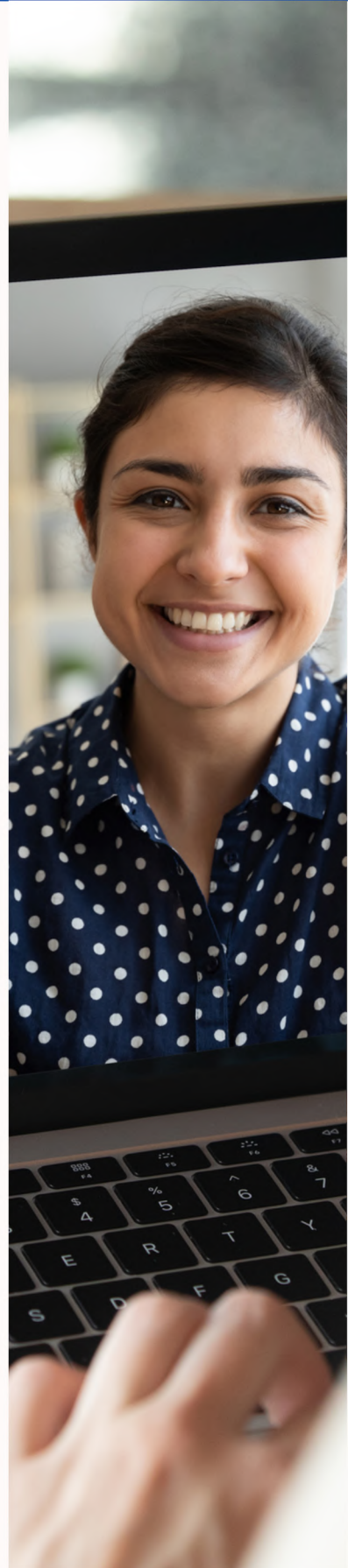
Task 5 (30min)

Zoom has become especially popular during the COVID-19 pandemic, when many people had to move their work and meetings to online spaces.

The possibilities offered by the platform are:

- Videoconferencing - Zoom allows users to conduct virtual meetings with the possibility of video and audio transmission.
- Screen sharing - Users can share their computer screens with other participants, facilitating collaboration on documents, presentations and other materials.
- Recording - Zoom allows you to record meetings and webinars, making it easy to share content with others who were unable to attend.
- Chat - Users can chat with other participants in a Zoom meeting, which can be useful for asking questions or providing additional information.
- Virtual backgrounds - Zoom allows users to choose virtual backgrounds for their video, which can be helpful in making a meeting professional or creative.
- Rooms - Zoom offers rooms that allow participants to break into smaller groups for discussion or collaboration.
- Integrations - Zoom integrates with various other tools such as Google Calendar, Slack, and Microsoft Teams, making it easy to schedule and join meetings.

The lecturer gives each participant a piece of paper and a pen. Then, each of the participants is to write which videoconferencing platforms they have used so far in their remote work and which one was the best and why. Participants have 5 minutes to complete this task. After the time has elapsed, we analyze the answers together with the participants.



III. MERTIS

Work card 4


CARD 4

Schedule a Zoom Meeting



There are several ways to schedule a meeting in zoom! You can easily schedule the meeting either from the zoom portal or the Zoom application

FROM THE ZOOM PORTAL


1. Sign in to the Zoom web portal.
2. Click **Meetings**, and click **Schedule a Meeting**.
3. Select the meeting options. Note that some of these options might not be available if they were disabled and locked to the off position at the account or group level.
 - **Topic:** Enter a topic or name for your meeting.
 - **Description:** Enter an optional meeting description.
 - **When:** Select a date and time for your meeting. You can manually enter any time and press enter to select it. For example, you can enter **15** in the minutes field.
 - **Duration:** Choose the approximate duration of the meeting. This is only for scheduling purposes. The meeting will not end after this length of time.
 - **Time Zone:** By default, Zoom will use the time zone set in **your profile**. Click the drop-down menu to select a different time zone.
 - **Recurring meeting:** Check if you would like a **recurring meeting** (the meeting ID will remain the same for each session). This will open up additional recurrence options.
4. **Recurrence:** Select how often you need the meeting to recur: **Daily, Weekly, Monthly, or No Fixed Time**. Meetings can recur up to 50 times, so if you need more than 50 recurrences, use the **No Fixed Time** option.
4. **Save to finish.**









Work card 5


CARD 5

Join a Zoom Meeting from the Web



There are several ways to join a Zoom meeting, from the browser, by using zoom desktop app or even from the mobile





How to join a Zoom meeting from a web browser

Google Chrome

1. Open the Chrome browser.
2. Go to join.zoom.us.
3. Enter your meeting ID provided by the host/organizer.
4. Click **Join**.


- If this is your first time joining from Google Chrome, you will be asked to open the Zoom desktop client to join the meeting.
- (Optional) Select the **Always open these types of links in the associated app** check box to skip this step in the future.
- In the pop-up window, click **Open Zoom Meetings (PC)** or **Open zoom.us (Mac)**.

Alternatively, you can join the meeting without downloading or opening the Zoom app, by opening the meeting with the web client.

III. MERTIS

Work card 6



Join a Zoom Meeting from the Zoom App

CARD 6

1. Open the Zoom desktop client.
2. Join a meeting using one of these methods:
 - If you want to join a meeting without signing in, click **Join a Meeting**.
 - If you want to join a meeting by signing in:
 - Sign in to the Zoom desktop client.
 - Click the **Home** tab.




Join

- Click **Join**.
4. Enter the meeting ID and your display name.
5. If you're signed in, change your name if you don't want your default name to appear.
6. If you're not signed in, enter a display name.
7. Select if you would like to connect audio and/or video.
8. Click **Join**.



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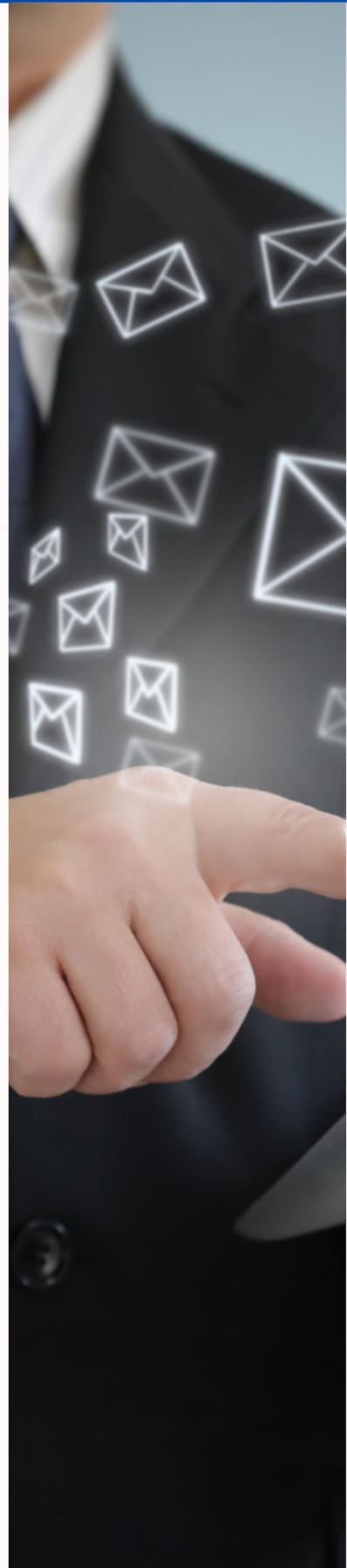
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IV. CLOSING THE WORKSHOPS

The lecturer asks the participants to sit in a circle and each answer the question:

- What did you like the most?
- What will you get for yourself?
- What are you leaving with?

After the participants answer, the lecturer thanks them for their participation in the workshop.





V. EVALUATION SURVEY

6. If YES, please list topics that would be of interest to you.

.....
.
.....
.....

7. Additional comments

.....
.
.....
.....
.

Thank you for completing the survey!



VI. DIPLOMA FORM

DIPLOMA

IT IS CERTIFIED THAT

.....
Took part in a class entitled: "Solutions to support
online communication".

Project no.

Company/ Firm:

Date:

Place:



.....
Lecturer