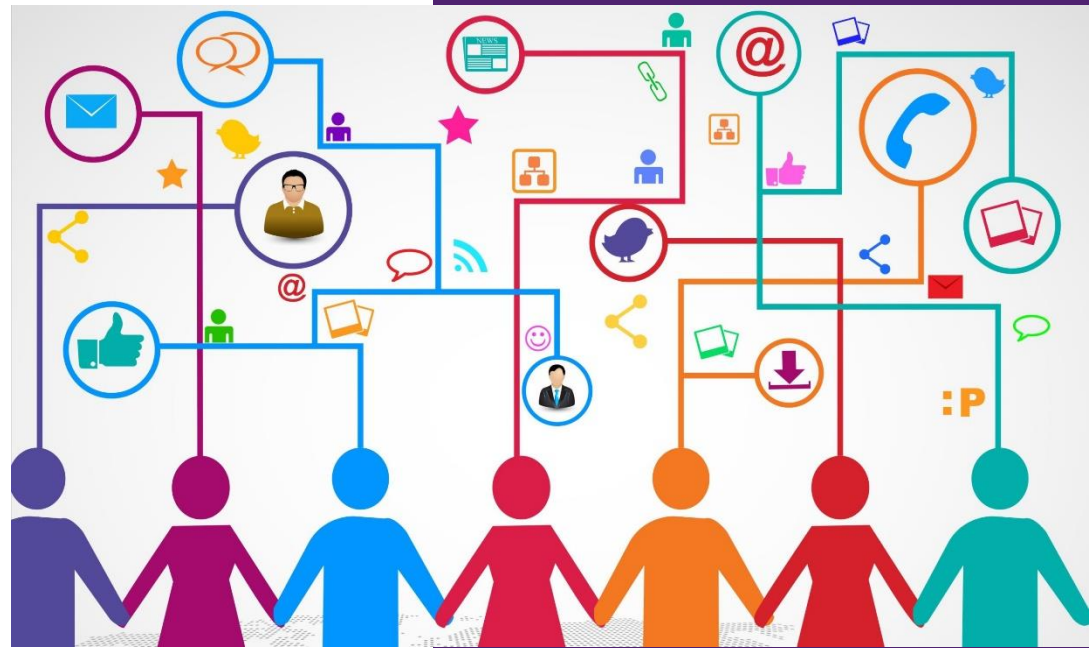# How to TeleGrow Training Modules: The Ultimate Teleworking Training for VET providers

EURO-NET

Module 3: Digital Communication & Collaboration

Erasmus+

Index

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Skills for the Middle aged employees

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1. Introduction to the topic

Organize an online conference or a digital presentation; to attend a meeting platform or be very smart using mails or chat groups. No more messy folders or file names. No more hours wasted searching news or useful advice concerning ICT tools and practical activities. Infinite flexibility. All this and much more can be found in this training module!

Digital Communication & Collaboration Training Module has been intended to bridge the existing gap of 50+' aged people skills in order to keep up with the teleworking transformation era due to the sudden and forced new way of approaching to work caused, in particular, by the Covid 19 pandemic period.

The chapter will enable the reader to know how to use digital tools and virtual meeting platforms, rather than e-mail, also thanks to some concrete examples and advice or suggestions at the end of each paragraph.

Digital collaboration or "working in virtual teams" is the next big thing in work and could be defined as the interaction between two or more people, mediated by a computer.

There is difference between communication and collaboration among people.

While Communication is mostly one-to-one or one-to-many and the number of recipients of the communication is virtually unlimited, collaboration is usually many-to-many, but fewer than 10. It is goal oriented and can be asynchronous or synchronous (real-time).

Moreover, as technology and the digital world evolve, also speaking about a "place" where to work takes a new meaning because in a digital communication & collaboration world it became a virtual place as opposed to a physical one.

The choice of communication tool is critical to best support collaborative efforts. Online collaboration tools can significantly vary from each other, with some based on older forms of Internet-based technologies, while others are based on the more

current "Web 2.0" technologies. The use of Web 2.0 [1]tools allows for robust real time collaboration at a distance that in many situations can be as effective as traditional face-to-face forms of collaboration.

In general, collaboration software is designed to make your collaborative process easier, safer and more efficient. Wherever you are working, and whether you're collaborating with colleagues or third parties.

If meeting platforms, online conferences, digital presentations and behavioral norms while interacting using digital technologies and e-mail's management are widely described and lots of advice and tips are suggested in the first four chapters, the chapter n. 5 has got a practical cut in fact many activities/worksheets and useful tools are most widely debated and shown.

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1 **Web 2.0** refers to websites that emphasize user-generated content, ease of use, participatory culture and interoperability (i.e., compatibility with other products, systems, and devices) for end users. (Wikipedia)

2. Learning objectives

The training module on **Digital Communication & Collaboration** as part of the general planning focus the attention on what 50+ aged people need to be able to DO after they have learned something specific about ICT and Digital tools.

By reading the learning objectives at the beginning will also help you ensure that your tasks and activities are appropriate and will help you to achieve the main objectives you are focusing on.

Specifically, this chapter will equip VET trainers with the necessary tools and knowledge to help middle-aged+ employees face the challenges presented by the recent sudden shift to online and distance working, supporting them to develop the digital competencies needed and thus fostering both their learning and employability opportunities and changes in today's extra-competitive work life.

In particular, they will practically gain knowledge of how:

- to manage a meeting platform and conferencing tools

- to do a digital presentation

- to create and use e-mails

- to apply behavioural norms (netiquette) while interacting and using digital technologies

Knowledge management tools will allow teammates to share or acquire up-to-date information needed to work. VET learners and consequently +50 aged people will be acquainted with the best versions on the market and also the easiest and most accessible to use. These tools will give them an opportunity to interact as if people are sitting next to each other. They will find for a perfect version in this category.

Document management tools will serve to collaborate on documents in real time with different people simultaneously. Using one of them, you will appreciate quickly how create, share, co-edit, search, e-sign all documentation related to your business.

Mail's management will ensures staying in touch with colleagues. Create a mailbox and store or share useful folders and/or files to collaborate for working together will be fundamental for a great job.

Last but not the least, a netiquette final section and some practical activities/worksheet and useful tools will complete and enrich the training module giving the reader the opportunity to experiment and practice.

3. Learning contents

Chapter 1 – Meeting Platforms

The Covid-19 health emergency has forced us all to deal with technology, transferring most of the work actions to a digital environment: meetings, office meetings, with colleagues, with students have been transferred online and we have all had to take measures with these new forms of communication.

Source photo: IconScout 1

The most known and used platforms are: Zoom, Google Meet and Microsoft Teams. Each of these platforms gives the possibility to multiple users to connect simultaneously via video and audio, supporting interaction through several additional features:

- The chat: it allows you to interact with other users without interrupting who is talking at that moment. It is useful to ask questions, share information or useful links for the job.

- Emojis: among these is also supported the "raised hand" function through which a user can book their turn of words so as not to interrupt;

- Screen sharing: The feature allows users to share screenshots and presentations so that everyone can access the information they need.

However, at the beginning video conferencing platforms highlighted limitations on the cooperative factor: some work phases, especially those of creative matrix, lacked effectiveness because the information could not be collected effectively.

To meet these needs, over time many other cooperation tools have emerged that have become indispensable; among these have emerged:
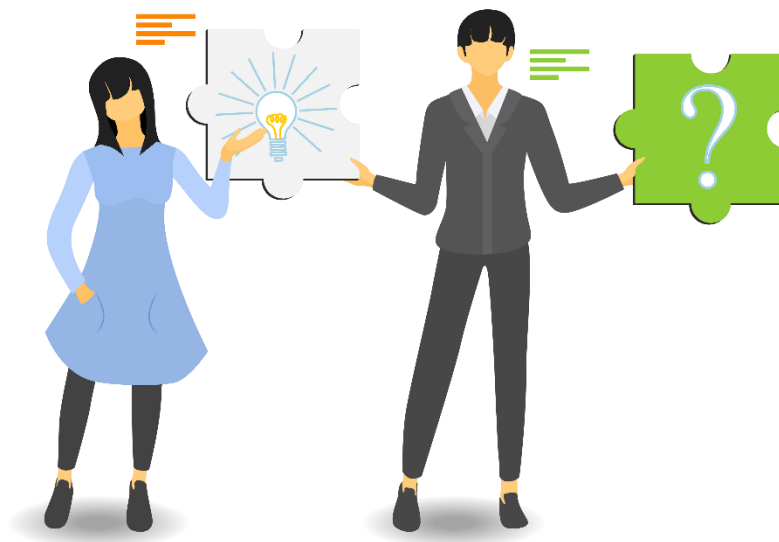
Source photo: IconScout 2

- **Cooperation whiteboards:** these tools are very useful to support calls in creative brainstorming processes. Each user can type, draw and share their ideas with others in an impromptu way, but leaving a trace that otherwise with the only dialogue would be lost. An example is Google Jamboard.

- **Pools, surveys and word clouds**: online meetings are very often useful to encourage the exchange of opinions between users without having to generate the confusion of talking all together. Through a few clicks, everyone can answer a question or contribute their opinion, actively participating in the discussion.

There are several things to consider before starting or participating in a meeting online, first of all get used to checking the proper functioning of your device every time, perhaps with a test video call.

Moreover:

- make sure you have a good Wi-Fi connection and that the device is connected;
- make sure that the battery of your device is fully charged;
- check the operation of the speakers and microphone;
- check that the inputs and outputs are set correctly; after connection, make sure everyone can hear you properly.
- use headphones to minimize background noise;
- configure the device and video camera so that the image is clear;
- keep the right distance from the camcorder: neither too close nor too far;
- The ideal would be to place it at eye level so that the interlocutor has the impression of being looked into the eye;
- make sure that the face is well lit: natural light is preferable but, failing that, artificial light will also be fine;
- before the conference call, arrange the area around you, check in the background what will be visible to the interlocutors and if you feel comfortable.

The tools

There are several platforms for online meetings, and for sure, you know most of them. Here is a quick recap of the easiest to use and most popular.

- Zoom.us: it has both a free and a premium version. It has several functions to make meetings interactive and efficient.
- Google Meet: It's free and intuitive, but it's better to use just for call. It has not implemented specific functions useful for cooperation meetings
- Microsoft teams: It has both free and premium versions. It's like Google Meet

Chapter 2 – Online Conferences

Source photo: IconScout 3

Online conferences are another tool that has been widely used and whose potential will continue to be exploited in the future because they have effectively responded to the need of entire communities to be able to continue their work without having to give up meeting even in large groups. Above all, they have had the great advantage of demonstrating that it is possible to connect users from all over the world, without having to give up interaction and avoiding massive movements of personnel from one area to another.

They differ from online meetings in the number of users who are allowed to connect at the same time and in responding more to the model of a conference (as the name suggests) rather than a meeting, allowing you to have speakers and an audience that interacts but in certain sessions.

Before starting, also for online conferences there are a few checks it's better to do.

- Configure the PC settings and log into the conference call a little in advance to familiarize yourself with the platform chosen by the host: amazing how much 5 minutes of simple preparation avoids wasting time for all the other participants.
- Also remember to turn the audio back on when you start talking: stare at the camera so as not to give the impression of looking elsewhere and speak clearly, not too fast and using the right tone of voice.

Basically, there are three online events, also called virtual events: webinars, automated webinars and live streaming. And it is not at all easy to choose some type that suits us best. So, it is essential to be clear about the differences between webinars and live shows, which type of online event can make us better achieve our goals, is more effective for our specific purposes and can bring us more opportunities and then

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understand which software, platform or tool is able to give us the most effective contribution.

Webinar

The first kind of virtual event to consider is the classic webinar.

Source photo: IconScout 4

These are private events, accessible only to those who have the entry link obtained through an invitation or registration.

As in conference calls or online meetings, access has an exclusive character with the difference that the experience is shared with many more people during the webinar. There are webinars with audiences of hundreds and hundreds of people, even thousands. Let's say that a large audience is the fundamental component of the webinar even if the feeling that the individual participant has is that a webinar is an event for many but not for everyone, which therefore maintains a certain exclusivity. Typically the webinar sees a live "one to many" communication, in which one person at a time speaks, communicates, presents slides, shows material, and asks for interactions such as comments, questions, reactions, but usually you don't pass the webcam to the public. In the webinar, the audience is passive most of the time. It is

not easy to identify a good platform to do webinars, because in reality there are so many, but above all because each one claims to be the best!

Webinar Evergreen

The second type of virtual event is almost the repetition of the second, that is the automated webinar, also called evergreen webinar. Evergreen webinars are webinars that simulate a live experience but are actually just a replay of a pre-recorded webinar. Just to understand, a person accesses a website that has a webinar that starts when one requests it or with a short deferred to select even more the audience by limiting it to the real interested parties. But no one is live at that moment, it's about seeing a recording, however credible.

These webinars have their usefulness especially in those niche markets where the customer is actively looking for the solution he needs and needs great educational content to better understand the solution that best suits him. Once the evergreen webinar is over, the questions received are collected and answered shortly.

Source photo: IconScout 5

The tools

There are several webinars platforms, it's enough to google the key word to find the most common. All of them are not for free and propose different subscriptions with different costs, according to the functions and the numbers of guests you need to host for your webinars. The most common you can find are:

- [Webex by cisco](#)
- [WebinarJam](#)
- [WebinarNinja](#)
- [GoToWebinar](#)
- [23 webinar](#)

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Live Streaming

The third and final type of virtual event is live streaming, that is, the live online that can take place on Twitch, Youtube, Facebook, Instagram, Twitter ... and so on.
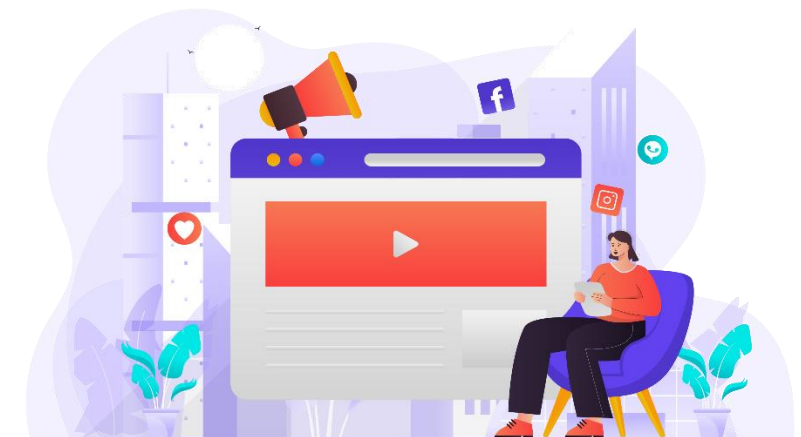
Source photo: IconScout 6

The main difference is that no barrier prevents vision for those who do not opt-in or leave the data. Any user can be catapulted into the middle of the live stream without having to leave any data. To bring it there could be the algorithm, a sharing, an invitation from a friend, a marketing activity and so on...

The live is mainly structured to entertain and the larger the audience that participates, the greater the success of the live. For this reason, those who conduct the live will always focus a lot on the engagement of the public to co-opt new spectators. This is the reason why they ask for likes, they ask to share the live, they ask questions to leave comments. Everything is geared towards entertainment to bring more and more people to see the live. Another important aspect is that the replay of the live will almost always remain available to users on the social account from which the live broadcast was recorded.

The tools:

The most popular, of course, are social media such as Facebook, YouTube and Instagram; but there is another platform very famous among the youngsters which is

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called Twitch: it's born only as live platform and many youngsters are using it as an entertainment tool. Now, you know where your kids spend most of their time on internet.

Other tools are: StreamYard and Restream.io , which are very intuitive and easy to use.

Chapter 3 – Digital presentations

Another fundamental aspect that we have had to start taking care of more with smart working is the creation of content: much of the information we exchange with other users, whether they are colleagues, customers or students, we convey through documents and multimedia content, no longer communicating directly with our interlocutors. Presenting clear, well-paginated and visually appealing content will make our message and content more interesting, more appealing and easier for recipients to enjoy.
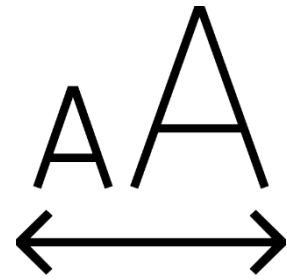
Source photo: IconScout 7

It has been scientifically proven that a content packaged in a more accurate way, accompanied by images, schemes and colors will be more appreciated and even more understood than a simple black on white text, which will immediately be boring. On the other hand, as they say: "You should also please the eye".

To create more interesting content, many tools have now been created, and even the most popular and standard ones such as Office, have been equipped with functions that allow the creation of visually more interesting material.

Before providing you with some examples of tools, we also provide you with some information on how to create interesting and useful presentations.

1. **Prepare a lineup:** Before you start working on the digital presentation, work on the ideas by creating a scheme or draft of the topics you need to cover and giving them an order of importance.
2. **Create short, concise presentations:** Condense information into lists, short sentences, and charts. A presentation full of text will have the same effects as a long word text.

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3. **Choose the font well:** do not use too small and too articulated fonts, they will make reading difficult. Our favourites are Helvetica and Montserrat.

4. **Attention paid to alignment:** even graphically the elements must follow the pattern of reading. A used user reading from left to right might get confused if the elements are arranged in another way. If necessary, use arrows to direct the reading.

Source photo: IconScout 8

5. **Explain only one idea per slide:** this will help you avoid confusion and break down the path into smaller steps that will make the work more efficient

The tools

• **Microsoft Word:** you have to make a long text more usable, to your rescue on Microsoft Office you will find interesting plug-ins that will allow you to insert images, illustrations and coloring and funny icons.

How to install additional component in Microsoft Office

Insert
on the upper bar

Additional components
click on it

Add Additional components
start the research of new tools according to your needs

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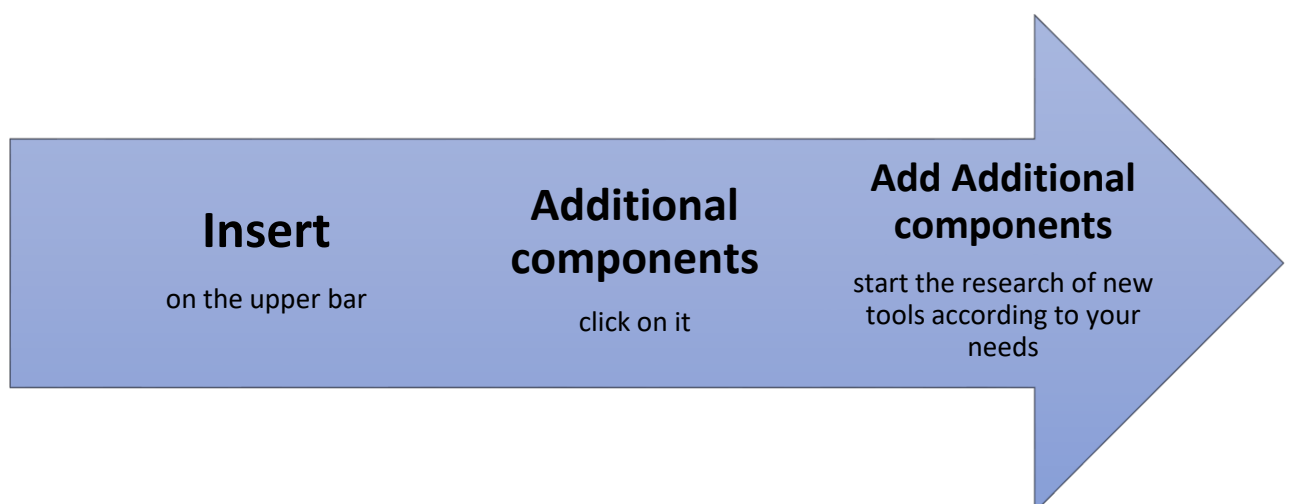
- **Icons** or **Iconscout** are two of the most popular that allow you to insert images and illustrations.
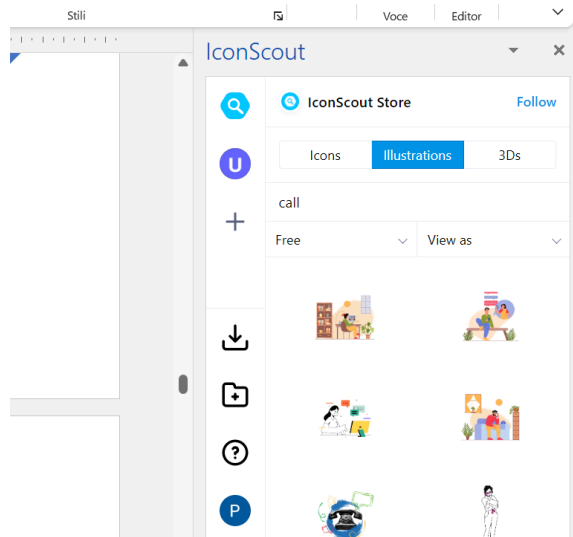

Screenshot Word Office 1

1. Select the tool
2. Write in the bar the keyword to search the illustration or the icon.
3. Set the filter Free
4. Choose the illustration you like the most
5. Click of it and select Dowload, it will be insert in the text
6. Adjust or set the illustration in coherent way with the text.

- **Power Point:** even this very wide application, considered obsolete and uninteresting by most graphic designers, can help you create beautiful and functional presentations. If you are not very good with graphics, just explore among the various templates visible on the home page and choose the one you like the most. They are divided by type and theme, once you load the right ones just double click on the text areas and edit them to have an original and easy to use presentation.
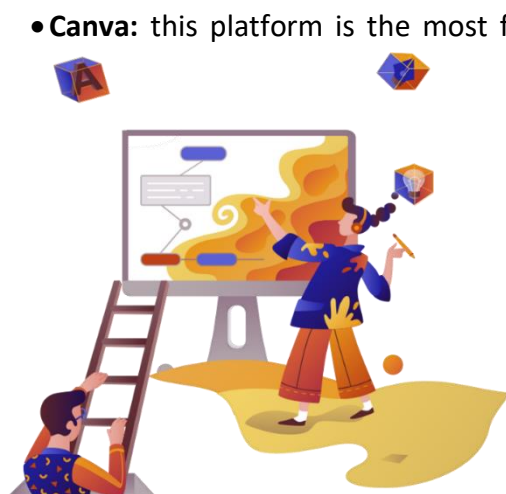
- **Canva:** this platform is the most famous in existence, offering a free and a paid membership, however the free one already has a lot of useful features. On Canva you can create any type of content choosing either depending on the format of the content you will have to create or depending on the type, navigating through hundreds of templates already preset. Canva was born as a user-centered platform, therefore, although at the beginning it can be scary, it has been

Source photo: IconScout 9

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designed in such a way that you can learn to use it in very few moves. Here you can create any type of presentation or content by selecting colors, fonts, images, icons, illustrations of all kinds. It is a web based application so your designs are stored at the cloud and can be shared with other users very easily.

- **Genial.ly:** this application works more or less like Canva, although it is much more suitable for creating presentations and educational content. The use is less intuitive but has a number of greater functions than those mentioned above. On Genial.ly you can integrate graphics, video, audio, gifs as well as images and illustrations and can also be enriched with animations of the elements as in PowerPoint and add interactive functions that allow the user to interact with the contents instead of just suffering them.

![TeleGrow – Enhancing the Teleworking Digital Skills for the Middle aged employees]

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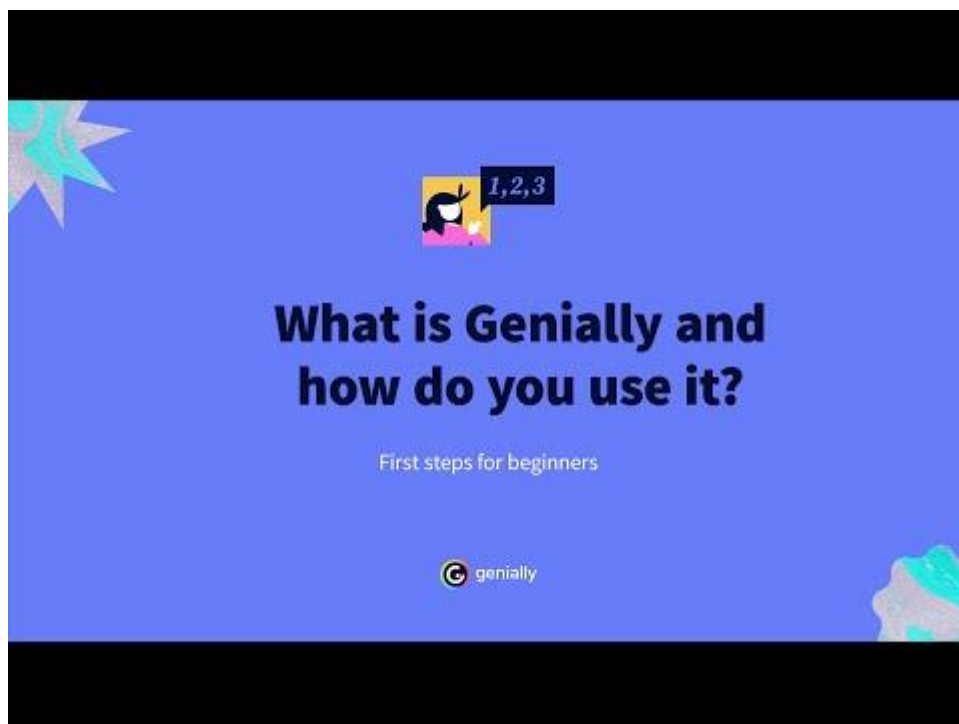
Chapter 4 – How to set and use emails
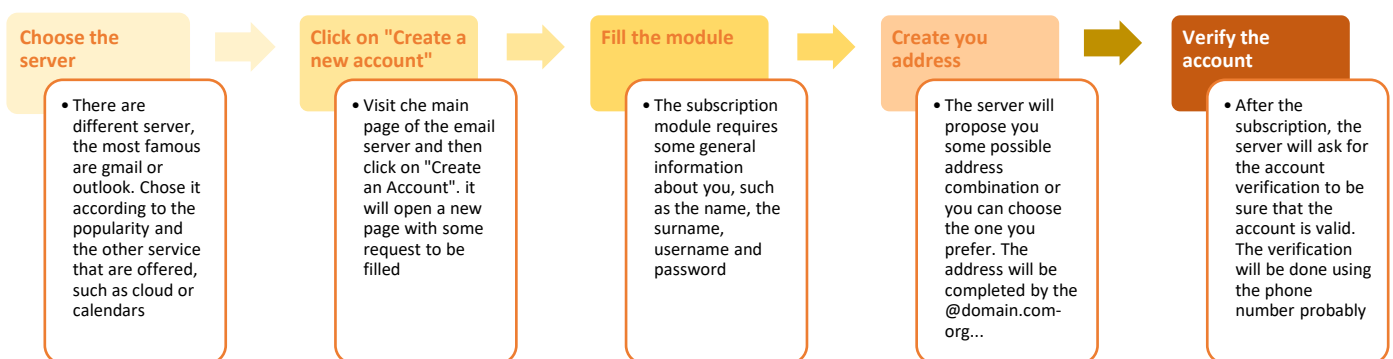
Create an email address

Source photo: IconScout 10

With the advent of the Internet, the way of communicating information has also changed, allowing a faster and easier exchange even over long distances. Among the first tools used were emails, whose name means electronic letters. They have replaced paper correspondence, allowing to speed up the time of communication between the parties, simply by typing the text and entering the sender.

Over the years this system has evolved: there are hundreds of servers that offer the e-mail service, which now allow not only to write messages, but also to attach files, documents, schedule for sending, organization in categories chosen by the user and also functions to indicate their urgency.

But how do you create an email address?

Choose the server	Click on "Create a new account"	Fill the module	Create you address	Verify the account
• There are different server, the most famous are gmail or outlook. Chose it according to the popularity and the other service that are offered, such as cloud or calendars	• Visit che main page of the email server and then click on "Create an Account". it will open a new page with some request to be filled	• The subscription module requires some general information about you, such as the name, the surname, username and password	• The server will propose you some possible address combination or you can choose the one you prefer. The address will be completed by the @domain.com-org...	• After the subscription, the server will ask for the account verification to be sure that the account is valid. The verification will be done using the phone number probably

Which server to choose?

1. **Gmail:** is the email service offered by Google. It is associated with our search engine account and at the same time with all the services offered by it such as drive, calendar, cloud for photos, translator or maps.

The user interface is customizable and the storage space available is 15 gigabytes. The service is free of charge. The domain that characterizes it is @gmail.com

- **Outlook:** this service is offered by Microsoft. The email account will also give you access to other services such as Skype or Office online. It has 15 Gb of space and is free. The domain is @outlook.com or the old @live, @hotmail.

- **Yahoo:** it is recommended for users who use the email address to send and receive many attachments, in fact the serve has 1 Tb of storage space. Like the previous ones, this account also gives access to other services such as Flickr. It is also free. The domain is @yahoo.com

Through some servers, you can also create your own domain, associated with your organization and company and create a personalized email address for you and your collaborators. Generally, this service is paid for since it requires the acquisition of a specific domain for your request.

Certified e-mail

Certified e-mail is a service in use not in all European countries, but recognized by the European legislative framework. What is it for and why is it used? Certified e-mail is used as a substitute tool for official communications on printed paper by bodies and organizations: it has a legal value as the service, at the time of sending, will also forward messages to the sender on the receipt and reading of the email by the recipient.

Send big-sized files

Emails do not support sending large files, each server sets a maximum limit such as, for example, 200 megabytes. What can we do to send a large file such as a video or graphic design? There are two possible solutions:

1. **Upload the file to a Drive platform** (such as Google Drive) and share the file via a link from which the recipient can view or even work on it, as well as download it. Each engine has its own modes, therefore, if you're not sure how to do it, look for a tutorial. We show you how to use Drive here.

- Open the search engine and click on the square next to the account icon.

Gmail   Immagini

Google

- Click on Drive which has this icon

- Click +New at the top left and then upload new file. Wait for the file to load successfully.

- Once uploaded, select the file, which will turn blue. At the top right you will see these icons

- Click on the icon in the form of a person with the +. Once clicked, a window will appear. In this window you can choose the sharing mode: enter the email address of the recipient who must view it; copy the link of the file, after choosing whether to make it available only for viewing or even editing, and forward the link to the recipient.

2. **WeTransfer and the like:** there are sites that allow the transfer of large files in a very simple way: just upload the file to the platform, enter the recipient's email

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address, a message and click on send. The system will send an email to the recipient in which it notifies him that there is a file available for him.

Tips to use the email

1.   **Scheduled sending:** if you work at times of the day unusual for other workers, such as night or very early morning, do not send the email at that time but use the program function. Since many also receive emails on their mobile phones, it may be unpleasant to receive emails during non-working hours. With the scheduled sending, however, the recipient will receive the email in the usual working hours and you can read the answer when you open your e-mail box.

2. Urgent: If the email you are sending needs an urgent response, there are several ways to get it noticed to the recipient. Some email services support the "urgent mail" function, therefore, by clicking on the corresponding flag, they will automatically report the characteristic of the message; for those servers that do not support the function, enter in the subject of the email so [! URGENT]

3.   **The signature:** an email is like a letter; therefore, it is a good idea to sign, especially if we do not know the recipient or from our email address our name and surname are not deductible. To avoid always having to write who we are and other important references, we can set the automatic signature. In the mail settings, look for the signature function, write the text that it will contain

-Name

-Surname

-Professional qualification

-Other address on which you can be contacted (phone number or other email address)

Chapter 5 – Applying behavioral norms while interacting and using digital technologies

For almost 30 years now we have been talking about netiquette, but not all cybernauts know the rules that govern it. In this paragraph we find out more about the behaviors to be implemented according to the actions that are performed on the web.

The term netiquette combines the English word network (network) and the French word étiquette (good education). Net etiquette is therefore the set of (informal) rules governing the good conduct of a user on the network, guiding his/her behavior when he/she surfs on social networks, blogs, forums, newsgroups or sends e-mails. There are no laws that require compliance with netiquette, however, it is often mentioned in contracts for the provision of access services to the provider. "Netiquette" refers to rules of etiquette that apply to online communication.

Two documents definitively establish netiquette starting from 1995. The RFC 1855 document contains all the universally recognized rules for the correct use of the network. The RFC 2635 document, on the other hand, concerns the rules relating to spam. Some of these may have criminal or civil implications, constituting violations of the aforementioned codes. Think, for example, of crimes of insult, defamation or stalking.

Failure to comply with the web etiquette leads to disapproval by other users connected to the network. These may require the suspension of some services or the ban from a group.

Spamming, mailbombing or multi posting, sending e-mails with no subject, commenting in rude tones. Or, again, send an e-mail to multiple contacts by making

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the addresses of others visible, inserting them in "A" instead of "CCN" and violating privacy, or send viruses by post or tag users on social networks without their knowledge. These are just some of the many behaviors that violate internet netiquette.

In addition to the rules dictated by netiquette depending on the context (e-mail, social network, instant messaging app, DAD), other rules are dictated by common sense. These undoubtedly include:

- Respect the different cultures and religions;

- Respect copyright laws;

- Do not violate the privacy of others;

- Do not disseminate bloody or pornographic images or videos;

- Do not provide any information that is incorrect, inaccurate, ambiguous or incomplete.

- Say hello and sign.

Online etiquette: how to behave while respecting the netiquette
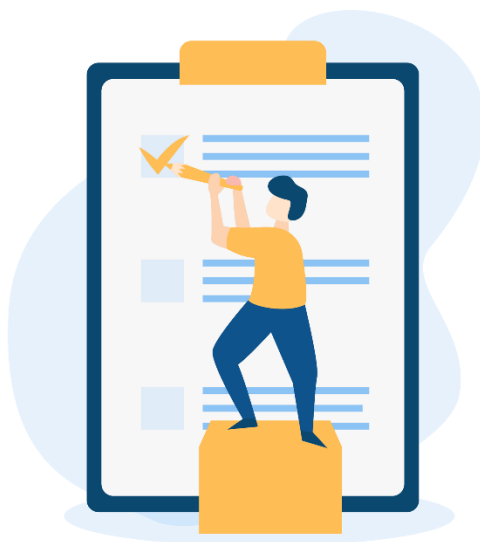

Source photo: IconScout 12

To summarize the rules of behaviour and make them good for each context, we can identify 15 rules for online etiquette:

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1. Reread the message before publishing it, paying attention to spelling and punctuation;

2. Do not use capital letters: they stand for yelling. Disable caps lock before typing;

3. Do not disdain the use of emoticons to ensure that the content of the messages is not misrepresented;

4. Always ask for consent before tagging other people on photos or videos;

5. Do not post content that may embarrass another user;

6. Respect the privacy of other users by avoiding publishing personal information and sensitive data;

7. Cite the sources and, if possible, link them, in the case of publications of texts, photos or videos;

8. Post messages that make sense within the discussion, avoiding offending or generating quarrels;

9. Do not become cyberbullying by publishing posts praising hatred, racial, sexual or religious discrimination;

10. Express your position in a respectful way and without personally attacking those who think differently;

11. Don't be hard on those who make mistakes;

12. Do not offend others by using profane, rude, inappropriate or derogatory language;

13. Use hashtags correctly and without exaggerating;

14. Select the contacts to send invitations for games, pages and applications. Don't invite them en masse;

15. Do not place advertisements for your products on the timelines.
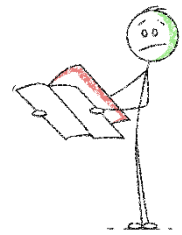
It will therefore be enough to follow these 15 simple rules to make the network a correct and suitable place for everyone

Chapter 6 – Practical activity/ Worksheet & Useful Tools

<u>Practical Activities</u>

1. Create your own personal presentation using Canva or Genial.ly

Before to start choose the topic you want to present in your digital presentation, it could be something related to your job or in you haven't nothing to prepare, try creating a presentation about yourself.

- Create a scheme of the most important things of the topic that are fundamental to be presented.
- Try to associate the format to the piece of information. Is that piece of information suitable for an infographic? Or it's better a table? Or a picture? In this way you will have a clear idea of the tools you have to use and to search for.
- Choose the platform according to your needs.
- Choose the template: both Canva and Genial.ly have a template ready to be used, choose the one that fits the best with your topic and idea.
- Explore the functions and let's try. At the first attempt, probably, it won't be perfect, but the more you try the better it will be.
- The last but not the least: let your creativity free!

2. Share your presentation

Now it's time to share it with somebody. If you created a presentation related to your job, try to send it to your colleagues by email or using the sharing options. In this way, you will make it available also to others and they can give you feedback and suggestions about… or they will be astonished by your nice work.

3. The netiquette rules

Create a small reminder of what is allowed and not while communicating through digital tools and place it where it can be visible. Every time you have a doubt, or you are attempting to apply a different behaviour, check if it is correct or not.

TOOLS TABLE	
Name	Category
Zoom.us	Videocall/Online conference
Google Meet	Videocall/Online conference
Microsoft Team	Videocall/Online conference
Webex by cisco	Videocall/Online conference
WebinarJam	Videocall/Online conference
WebinarNinja	Videocall/Online conference
GoToWebinar	Videocall/Online conference
23 webinar	Videocall/Online conference
StreamYard	Streaming
Restream.io	Streaming
Microsoft word	Digital Presentation/content creation
PowerPoint	Digital Presentation/content creation
Canva	Digital Presentation/content creation
Genial.ly	Digital Presentation/content creation
IconScout	Office Plugin
Gmail	Email
Outlook	Email
Yahoo mail	Email

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