



Module B203 Communication and Collaboration



COURSE LEARNING OUTCOMES.

Upon completion of this Course, the participants will be able to:

1. Practice email etiquette
2. Use online communication tools
3. Manage virtual meetings
4. Manage social media for business
5. Collaborate in document editing
6. Practice online security and privacy



TOPIC 1: PRACTICE EMAIL ETIQUETTE

Topic Learning Outcomes

By the end of the Topic, the participant will be able to;

1. Writing effective and professional emails.
2. Managing email accounts and folders.
3. Using email filters and rules



Practice Email Etiquette

Email etiquette refers to the set of rules and principles governing the proper conduct of email communication. It involves using appropriate language, tone, and format to convey a message effectively and professionally

E-mail has replaced the interoffice memo and is the primary means of business communication.

What are the Benefits of Having Email Etiquette?

1. Improved communication, enhanced reputation, increased efficiency, and better relationships
2. Effective email communication can help to avoid misunderstandings or misinterpretations, which can lead to conflicts or lost opportunities
3. It also promotes professionalism and credibility, which can enhance one's reputation and create positive impressions

What are Examples of Bad Email Etiquette?

1. Not using a clear and concise subject line that accurately reflects the content of the email.
2. Failing to address the recipient by their proper name or title.
3. Using overly casual or unprofessional language or tone.
4. Writing long, rambling emails that lack a clear purpose or message.
5. Using excessive formatting, such as bold or italics, which can make the email difficult to read.



Cont.....

6. Not checking for typos or grammatical errors before sending the email.

7. Failing to respond to emails in a timely manner, or ignoring them altogether.

8. Sending large attachments without warning or without compressing them.

9. CC'ing or forwarding emails without permission, which can be seen as intrusive or disrespectful.

10. Using email to discuss sensitive or confidential information that should be kept private.



Etiquette guidelines of writing emails

1. Use a clear, professional subject line
2. Proofread every email you send
3. Write your email before entering the recipient email address
4. Double check you have the correct recipient
5. Ensure you CC all relevant recipients
6. You don't always have to "reply all"
7. Reply to your emails
8. Include a signature block
9. Use the appropriate level of formality
10. Keep emails brief and to the point



Uses of email

1. Individual or group communications.
2. Notifications, reminders and follow-ups.
3. Conveying information to a large group of people.
4. Turning leads into paying customers..
5. Reviews and surveys. Follow-up emails



Advantages of Using Email

- **Cost-effectiveness.** There are various free email services available to individuals and organizations.
- **Flexibility.** Email provides users with a no urgent communication process that enables them to send a response when it's convenient for them.
- **Easy access.** If the user has access to the internet, then email can be accessed from anywhere at any time.

Cont.....

- **Speed and simplicity.** Emails are quick and easy to compose, with information and contacts readily available. They can also be exchanged quickly with minimal lag time.
- **Mass delivery.** Email makes it possible and easy to send one message to large groups of people.
- **Message filtering.** Email enables users to filter and categorize their messages. This can prevent the visibility of unwanted emails, such as spam and junk mail.
- **Message storage and retrieval.** Email exchanges can be saved and searched for easy retrieval. This enables users to keep important conversations, confirmations



Activity -1

Learners guided in composing an Email with etiquette

Through in class demonstrations , the instructor will cover the following areas:

- Email creation*
- Cc and BCC*
- Compose relevant subjects and salutation and end with conclusion*
- Attaching a document on email*



Managing Email files and folders

1. Managing Email files in the account
2. Managing email folders

Managing Email Accounts

- **Get rid of the old email you don't need.** Email invitations to the past events that you never attended or even emails which are not important like promotional emails, clear your inbox of anything.
- **Combine multiple email accounts.** keeping work and personal email separate – Have two separate emails so that you do not miss out on important emails.

Conti

- **Unsubscribe.** Seriously. Get rid of many unsolicited Emails and unsubscribe from them

Missing out on Quora emails? Be sure to add us to your primary inbox.

This email was sent by Quora (605 Castro Street, Mountain View, CA 94041).
If you don't want to receive this type of email in the future, please [unsubscribe](#).

<https://www.quora.com>

Conti

Use Labels and Folders

You can't simply delete all of your emails so one easy way to get organized is to create labels and folders for the important things.

Storing emails in folders keeps them out of your main inbox and cuts down on clutter

New label



Please enter a new label name:

Nest label under:

Cancel

Create



Activity 2

Through in class guided practical demonstrations , the instructor will cover the following areas:

- Setting up labels and folders*
- Will be shown how to star or flag important emails*



Managing Email Folders (inbox)

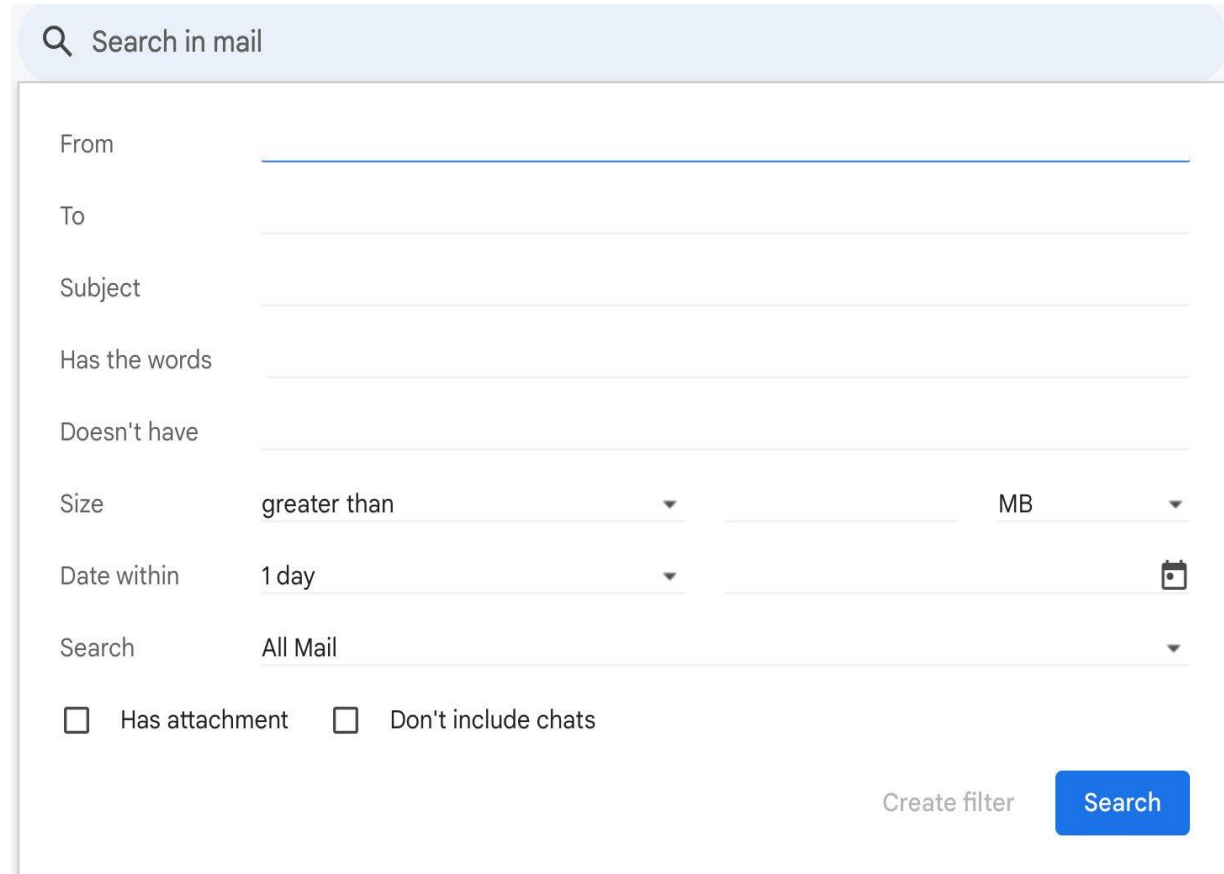
1. Create a to-do list from your emails
2. Use tags and folders to make searching for emails easier
3. Use the Archive Feature
4. Regularly Clean Out Your Inbox

Using email filters and rules

- **Set Up Filters**

. Applying filters can help you manage new emails as they come in.

Filters are rules you can apply to incoming messages that will automatically send them to the correct folder, add the correct label, archive, or delete them.



The screenshot shows a 'Search in mail' interface for creating a filter. It features several input fields for search criteria: 'From', 'To', 'Subject', 'Has the words', and 'Doesn't have'. Below these are dropdown menus for 'Size' (set to 'greater than') and 'Date within' (set to '1 day'). A 'Search' dropdown is set to 'All Mail'. At the bottom, there are two checkboxes: 'Has attachment' and 'Don't include chats', both of which are currently unchecked. A 'Create filter' link and a blue 'Search' button are located in the bottom right corner.



Activity 3

Through in class demonstrations , the instructor will cover the following areas:

- Setting up email filters and rule*



Summary

- *Effective communication within a workplace, business or in a formal environment is a vital aspect of efficient business operations.*
- *Proper communication can ensure that people interpret the meaning of your message as intended. The resulting decrease in misunderstandings can contribute to stronger workplace relationships and more productive interactions.*
- *Managing email folders is important in order to prioritize and avoid missing out on important communication*
- *What you can not tell someone in person do not put in email, professionalism and etiquette should be applied all the time regardless of whether you are addressing your juniors or even colleagues at same level*



Administer Assignments and quizzes for Topic 1

Before transitioning to the next topic , instructor will administer chapter 1 assessment as referenced in the resource book

TOPIC 2: ONLINE COMMUNICATION TOOLS

Topic Learning Outcomes

By the end of the Topic, the participant will be able to;

1. Instant messaging and chat applications.
2. Video conferencing tools.
3. Teleconferencing
4. Collaborative document editing (e.g., Google Docs).

Instant Messaging and chat applications

Definitions

The terms **chat** and **Instant Messages** are sometimes used interchangeably. However, they can have slightly different meanings: By comparison, an email message won't be seen until the recipient checks his email, meaning that chat and IM are better for quick messages and conversations.

Chat and **instant messaging (IM)** are short messages sent and read in real time, allowing you to converse more quickly and easily than email.

Instant Messaging Apps Business Communication

1. WhatsApp
2. Face book messenger
3. WeChat
4. Telegram
5. Skype

1. WhatsApp

- WhatsApp is the most-used instant messenger app
- It has business tool to connect small enterprises with their customers.
WhatsApp for Business offers a business profile, a greeting message, a quick reply and an away reply.



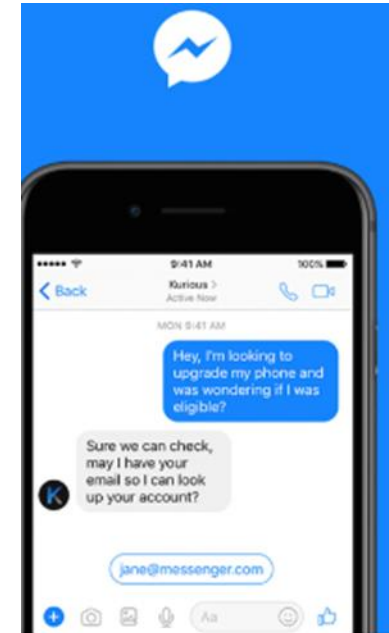


As a business tool WhatsApp does

- a. Send out promotional messages;
- b. Set automated messages;
- c. Boost customer support as a live chat solution;
- d. Access metrics, like how many instant messages you send and how many you read.

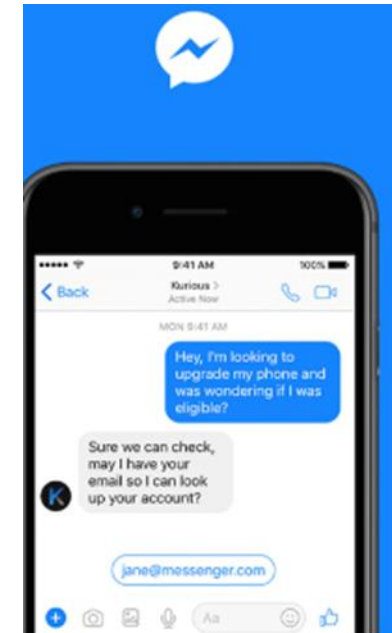
2. Facebook Messenger

As an IM app to boost your business's external communication capabilities, Messenger allows your business to leverage the power of instant messaging in a host of ways.



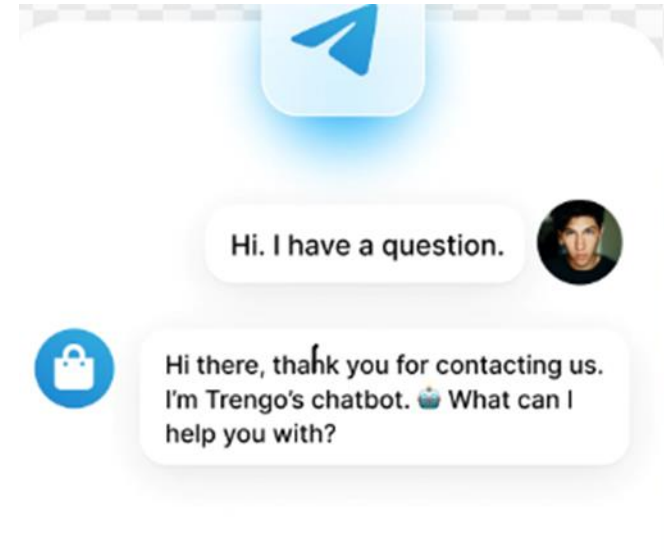
Cont.

- a. Generate leads via Messenger campaigns;
- b. Boost customer service with the live chat plugin;
- c. Produce scan-able codes to bring new users directly into Messenger conversations with your business.



3. Telegram

Telegram has several unique features that can boost your lead generation, like public channels and groups, and super groups allowing for up to 100,000 users per group



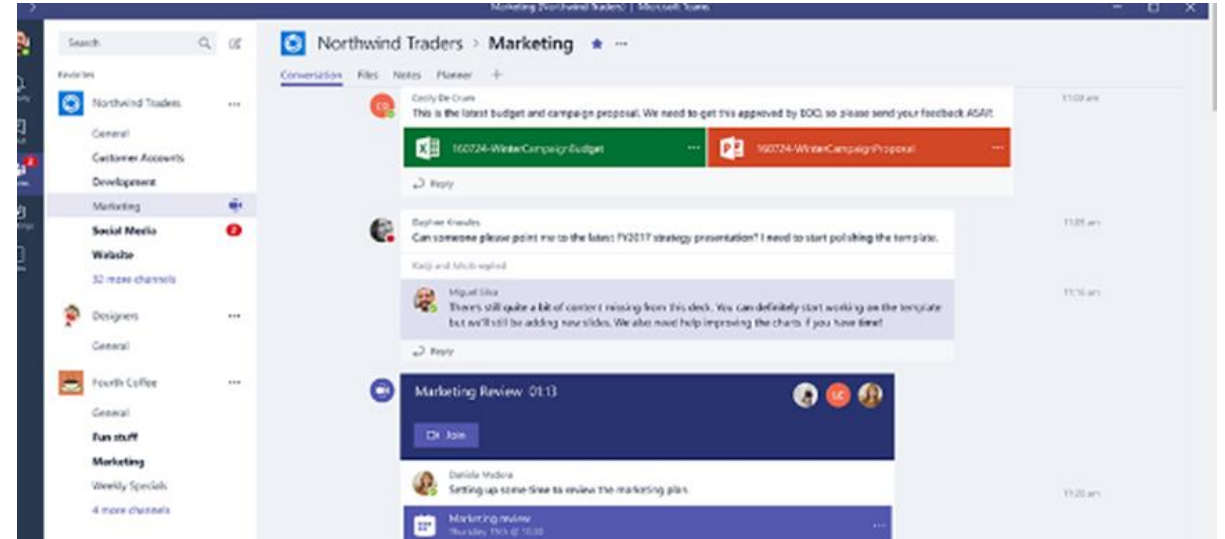


Business Instant Messaging Apps for Internal Team Communication

1. Microsoft Teams
2. Slack

1. Microsoft Teams

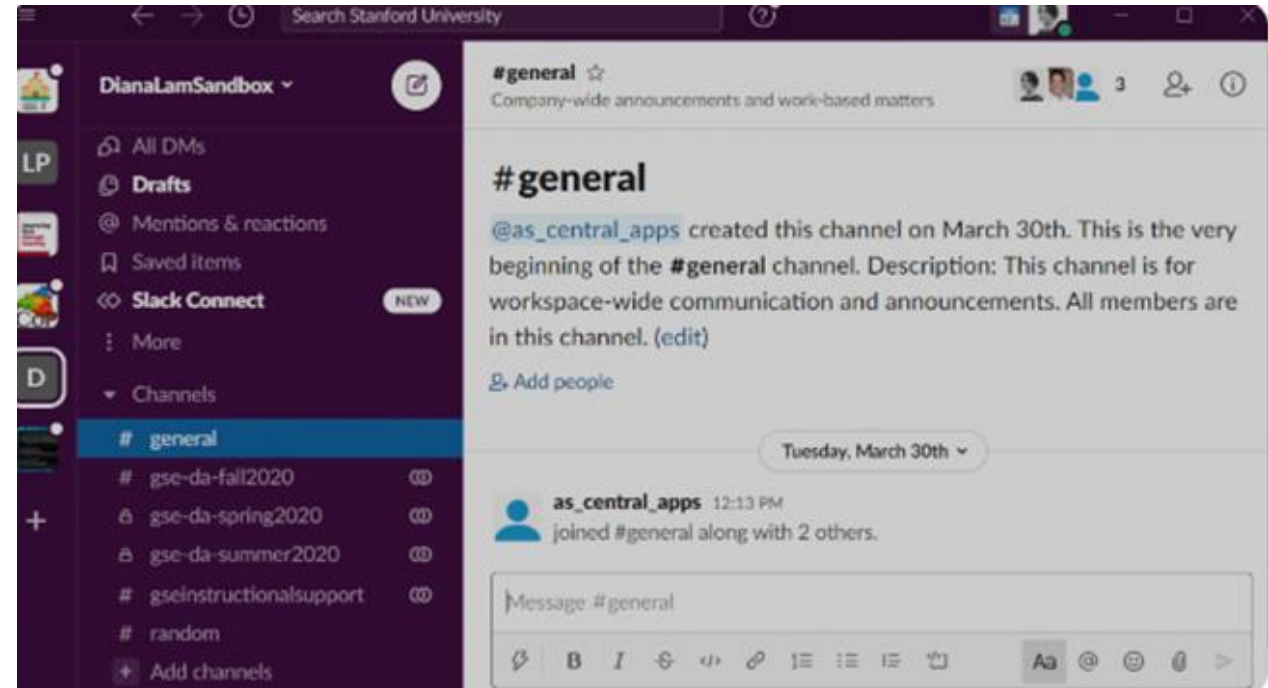
Microsoft Teams allows teams to communicate over top of Office 365 solutions like Word, Excel, PowerPoint, SharePoint, and more.



2. Slack

With Slack, **public and private channels, thread-based chat, and direct messages** make it easy for organizations to streamline communications and have relevant conversations.

Screen sharing and voice and video are built-in, plus some nifty features like automated reminders and keyword alerts.



Pros and cons of instant messaging

Pros:

- i. It's instant; you don't need to wait for the other person to check his email.
- ii. It's great for quick messages, questions, or notifications.
- iii. Compared to email, it's easier to carry on a conversation (or even multiple conversations).
- iv. You can stay logged in while doing other things on your computer, which makes it easy to multi-task

Cont.

Cons:

- i. If someone is not online, you may have to contact him another way.
- ii. It's not as convenient as email for lengthy or complicated messages.
- iii. It's not always instantaneous: If your friends are busy or away from the computer, it may take a while for them to respond.
- iv. Since people may type quickly or use abbreviations, messages could be difficult to understand. Also, as with email, it's possible to misinterpret someone's tone.



Activity 4

Practical activity on instant messaging with the common applications within class peer set up, preferable, WhatsApp and Facebook messenger

Video conferencing tools

1. Microsoft Teams

Hosts large webinars or conferences with over 250+ attendees, The software allows up to 10,000 participants to meet at once, and lets you host with anyone inside or outside your organization.

Additionally, Microsoft Teams enables you to organize different departments or groups into "Teams"

2. Zoom

The tool offers clear audio with background noise suppression, an option to share your screen, and a recording function to save and send the meeting to those unable to participate.

Additionally, Zoom has a few fun, engaging tools for increased participation among attendees including filters, reactions, polls, hand raising, and chat

Cont.....

3. Google Meets

Google Meet is an incredibly cheap and easy-to-use video conferencing tool for small teams. In fact, if you're not interested in recording or storing meetings, the tool is free forever for up to 100 participants.

Additionally, the tool offers a speech-to-text real-time captioning feature for video chats and meetings ideal for hearing impaired participants, non-native speakers, or participants with noisy backgrounds.

4. Skypes

If you have a tight budget and you're often calling people from across the globe, Skype could be a great option for you. The software is free to use, and doesn't charge users for calling anyone from anywhere in the world. Video calls can also include up to 50 participants at once.



Cont.....

5. Bluejeans

Bluejeans, a video conferencing software created by Verizon, offers impressive features such as the ability to use AI and voice recognition to automatically take notes, create action items, and identify key moments for later follow-up.

Additionally, engagement is a breeze from within the tool with features such as screen sharing, polling, Q&A, and chat

Teleconferencing

Teleconferencing means meeting through a telecommunications medium. It is a generic term for linking people between two or more locations by electronics.

There are at least six types of teleconferencing: audio, audio graphic, computer, video, and distance education. The methods used differ in the technology, but common factors contribute to the shared definition of teleconferencing:

Teleconferencing

IT system behind teleconferencing

- i. Personal computer
- ii. Telephone lines or satellite hook-up
- iii. Monitor
- iv. Microphone
- v. Webcam
- vi. Speakers



Types of Teleconferences

1. Audio Teleconference
2. Audio graphics Teleconference
3. Computer Teleconference
4. Video Teleconference

Benefits of using teleconferencing

1. Move Information – Not People Cut on cost
2. Save Time
3. Flexible
4. Accessibility
5. Large audience
6. Adaptable

Collaborative document editing (e.g., Google Docs).

Google Docs is a very powerful real-time collaboration and document authoring tool. Multiple users can edit a document at the same time, while seeing each other's changes instantaneously. Users can produce text documents.

is an online word processor that enables creating and formatting text documents and collaborating with other people in real time. It features include: Uploading a Word document and converting it to a Google document.



Activity 5

Through in class guided practical demonstrations , the instructor will cover the following areas:

- Uploading a file and sharing with work groups for editing*
- Explore on various permissions*

Summary

With instant chats and IM, participants are able to respond in chats quickly which is effective in communication

***Video conferencing** offers opportunities for collaboration, productivity, and increased engagement with colleagues, stakeholders, and customers all without the hassle (and cost) of traveling to an in-person from one location to other. It has increasingly gained popularity since Covid 19 pandemic and has quickly picked up hence introduction to online learning taking center stage in universities.*

***Collaborative document editing** has enhanced productivity at work and in remote set ups since people can do reports and other project based activities like doing proposals at the comfort of their homes*



Administering assignment and quizzes

Reference to topic 2 quizzes and assignment found on the resource book page.....

TOPIC 3: VIRTUAL MEETINGS

Topic Learning Outcomes

By the end of the Topic, the participant will be able to;

1. Setting up and scheduling virtual meetings.
2. Managing meeting invites and calendars.
3. Conducting effective virtual meetings.



Setting up and scheduling virtual meetings.

Types of Virtual meeting

1. Video Conferencing
2. Web Conferencing
3. Webinars
4. Teleconferencing

Setting up and Scheduling Meeting on Google Meets and Microsoft Teams

Learners guided in setting up and managing virtual meetings

Through in class demonstrations , the instructor will cover the following areas:

i. Setting up meeting

- Putting meeting title*
- Date and Time*
- Setting occurrence if the meeting is a recurring one*
- Location*
- Message agenda*
- Invite guests/participants*



Cont.....

ii) Managing a meeting

- *Starting a meeting*
- *Recording a meeting*
- *Muting and unmuting*
- *Downloading attendance*
- *Ending a meeting*



Managing meeting invites and calendars.

Learners guided in managing meeting invites and calendar in Microsoft and google

Through in class demonstrations , the instructor will cover the following areas:

- 1. Scheduling event or an appointment*
- 2. Respond to event invites*
- 3. Manage events created and customize them*



Cont.....

1. Create reminders
2. Share calendar with different team members or guests
3. Access tasks



Conducting Effective Virtual meetings.

1. Limit chat in channel meetings
2. Raise your hand and Live reactions
3. Mute participants



Preparing for a virtual meeting

1. **Review the agenda** – Ensure that you are coming to the meeting with your assigned pre-meeting actions completed, or with the information that was requested of you.
2. **Inform others** – Let any other people that may be around you know that you're going to be in a virtual meeting and that you would appreciate no distractions.



Preparing for a virtual meeting

- 3. Check your internet connection** – Make sure that you have a fast and reliable internet connection to make sure others will see and hear you without disruption.
- 4. Situate yourself ideally** – Attend the meeting from a location with limited background noise and where there is nothing distracting behind you. Implement a virtual background if you need to.



Summary

In summary virtual meetings are becoming part and parcel of businesses , work place and schools.

With work environments shifting toward hybrid work models and more employees working remotely, the prevalence of virtual meetings will continue to grow. Understanding how to set up and schedule meetings is very important .

Working with various tools like calendars is equally important to manage different tasks successfully



Assignment and quizzes

Trainer to give out chapter 3 assignments and quizzes to gauge learners understanding

TOPIC 4: SOCIAL MEDIA FOR BUSINESS

By the end of the Topic, the participant will be able to;

1. Using social media platforms for professional networking.
2. Creating and sharing engaging content.
3. Social media etiquette and best practices
4. Sharing an email attachment
5. Making a group on email or messaging applications
6. Sharing Information with a group

Using social media platforms for professional networking

Social Media Platforms used for Professional networking

1. LinkedIn
2. Face Book (face book business pages)
3. Twitter
4. Instagram (Business)
5. YouTube
6. Pinterest
7. Tik Tok

Social Media for Professional Networking

1. Create a professional profile. Your social media profile is your online brand. ...
2. Be active and engage with others. ...
3. Showcase your expertise. ...
4. Connect with industry influencers. ...
5. Use hashtags. ...
6. Stay professional. ...
7. Don't be afraid to ask for help.



Creating LinkedIn profile for professional social media networking.

Through in class demonstrations , the instructor will cover the following areas:

- *Step by step LinkedIn accounting-up to completion*
- *Networking –looking for opportunities on LinkedIn*
- *Creating and sharing engaging content on LinkedIn*



Best practices of Social media etiquette

1. Respectful and Constructive Communication
2. Privacy and Data Protection
3. Responsible Content Sharing
4. Proper Attribution and Copyright
5. Respecting Platform Rules and Guidelines



Activity 7

Making a group on email or messaging applications

Through an in class practical demonstration, the instructor will cover the following areas:

- Step by step creation of a group in Gmail account*
- Step by step creation of a group email in Gmail*
- Sharing information with group*



TOPIC 5: COLLABORATIVE DOCUMENT EDITING

By the end of the Topic, the participant will be able to;

1. Real-time collaboration on documents.
2. Tracking changes and comments.
3. Version history and document recovery.



Activity 8

Real-time collaboration on a Document

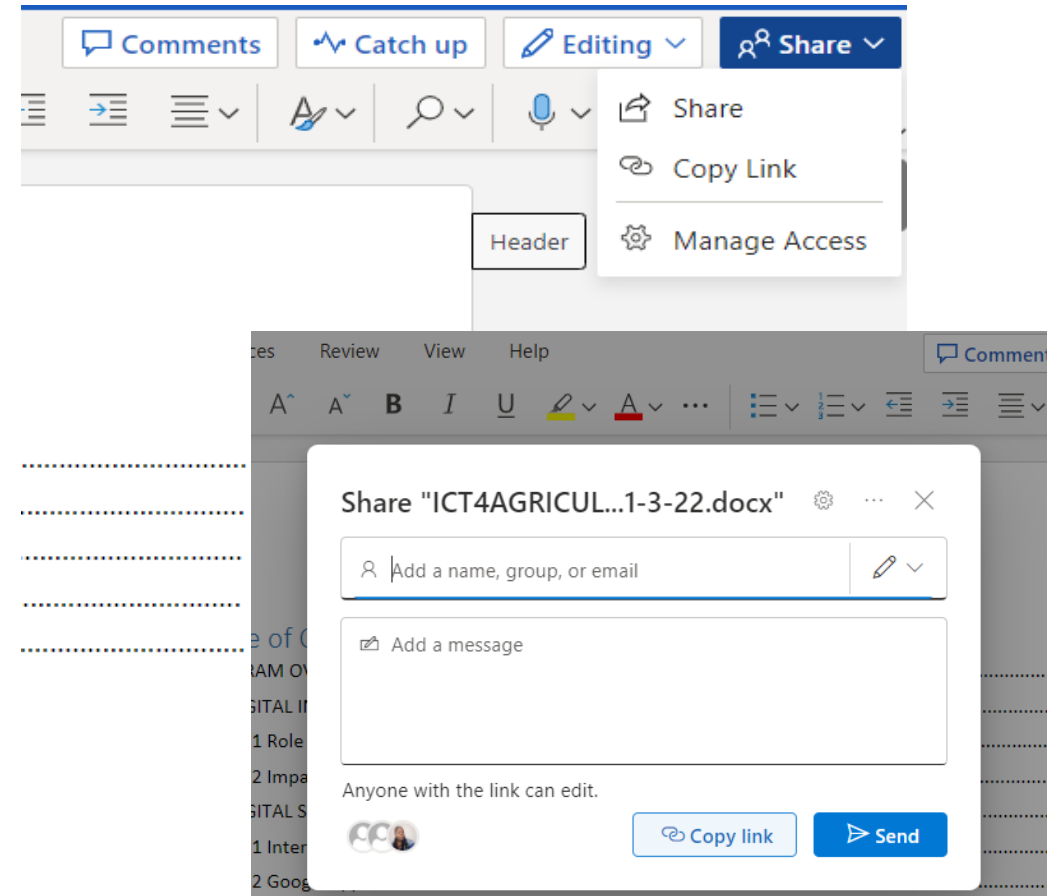
As earlier learnt about collaborating on a google docs

Through a practical session, we will now learn about real-time collaboration where groupings will be editing a document at the same time in live session and track progress as we also make comments and follow through

Activity 8

Through an in class practical demonstration, the instructor will cover the following areas:

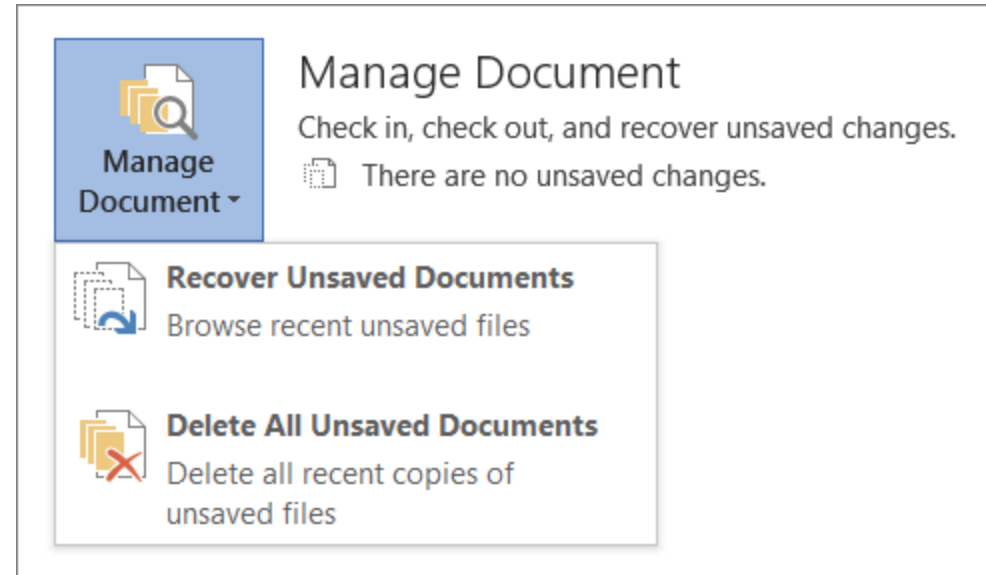
- *Sharing a word document online for collaboration*
- *Adding collaborators*
- *Tracking changes made to the document and comments coming in*



Version History and Document recovery

If you don't see History on your navigation pane it's possible that you actually have a subscription version of Microsoft 365.

Select the Info button on the navigation pane and see if you can access Version History there.





Activity 9

Through an in class practical demonstration, the instructor will cover the following areas:

- Recover an earlier version of a word file*
- Restore previous version in SharePoint*

The practical's are instructor led.



Summary

In summary, real time collaboration is very efficient especially when your internet is good and have people to tack team, the only thing to take care of is tracking progress so that team members do not accidentally delete changes made.

Once the document is complete the owner or author should download the file or disable some security accessibility options.

Microsoft word gives you the privilege to recover a file you might have lost closed in auto recovery, following steps learnt is important

TOPIC 6: ONLINE SECURITY AND PRIVACY

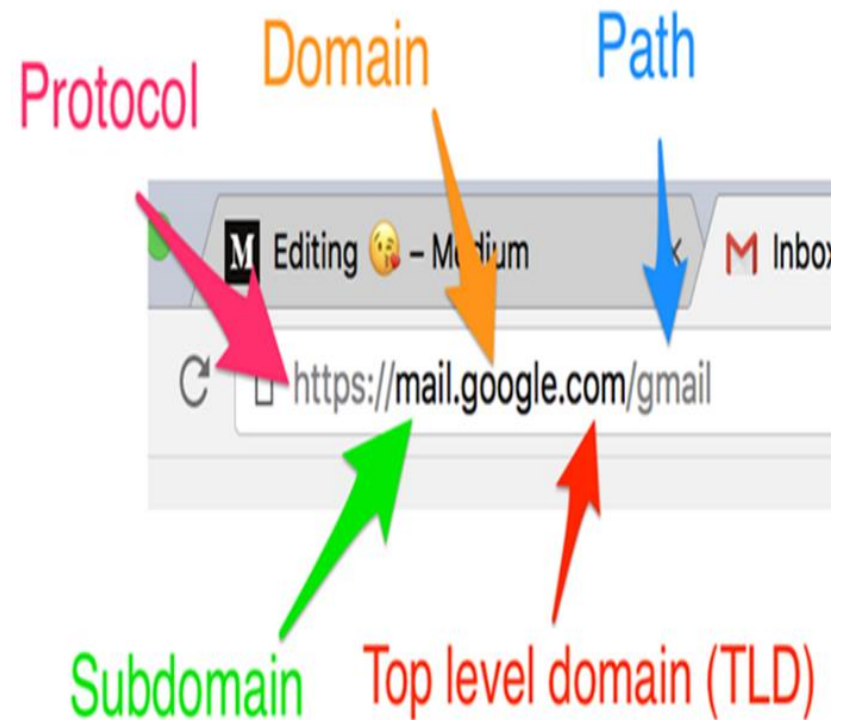
By the end of the Topic, the participant will be able to;

1. Protecting sensitive information in online communication.
2. Recognizing and avoiding phishing scams.
3. Using secure communication tools and encryption

Protecting sensitive information in online communication

1. Protecting Privacy

- i. Security starts with you, don't give private information to anyone you don't know or who doesn't have a legitimate need for it.
- ii. Don't provide personal, sensitive, or confidential information online unless you are using a trusted, secure web page.
- iii. Do not open unsecure links





Cont.....

2. Use Secure Encrypted Networks

3. Protecting Information in Email and IM/Texts

4. Do not reveal personal details or confidential info online. Assume that anything you post to these websites is public and could potentially be used against you.

5. Be extremely careful with file-sharing software (BitTorrent, Limewire, etc.).

Recognizing and avoiding phishing scams

Examples of phishing emails include

- **Impersonation spoofing**, in which a criminal impersonates another individual or organization with the intent to gather personal or business information.
- **Phony tech support emails**, with subject lines such as “There’s a problem with your account,”.
- **Phony security alerts**, such as emails, pop-ups, or Facebook notices warning that your computer is at risk of being infected, typically with a link to click.
- **Requests for money**, such as emails or phone calls from someone pretending to be from another country that needs assistance accessing a large sum of money,
- **Other kinds of phishing scams include:**
- **Angler Phishing**, in which scammers use fake social media posts to get you to provide login info or download malware.
- **SMS Phishing or "Smishing,"** which refers to phishing through some form of a text message or SMS.
- **Spear Phishing**, in which criminals obtain information about you from websites or social networking sites and



Recognizing and avoiding phishing scams

1. Don't click on that link
3. Get free anti-phishing add-ons
4. Don't give your information to an unsecured site
5. Rotate passwords regularly
6. Don't ignore those updates
7. Install firewalls
chances of a hacker infiltrating your environment.
8. Don't be tempted by those pop-ups
9. Don't give out important information unless you must
10. Have a Data Security Platform to spot signs of an attack

Using secure communication tools and encryption

- 1. Choose strong passwords:** Passwords are the first line of defense for your communication tools, such as email, social media, messaging, and video conferencing apps
- 2. Use encryption:** Encryption is a process that transforms your data into a code that only authorized parties can decipher. Encryption can protect your communication from being intercepted, modified, or stolen by unauthorized parties
- 3. Update your software:** Software updates are essential for maintaining the security and functionality of your communication tools.



Cont.....

4. Avoid phishing and spam: Phishing and spam are common types of cyberattacks that aim to trick you into revealing your personal or financial information, clicking on malicious links, or downloading harmful attachments.

5. Use multifactor authentication: Multifactor authentication is a security feature that requires you to provide more than one piece of evidence to verify your identity when logging into your accounts.



Summary

In summary security starts with you, giving out personal information to sources you do not know can be very unsecure, everyone who is in an online space needs to have skills to protect sensitive information in communications

Phishing is a common attack that makes people get out information without your knowledge through email attachments or even clicking on unsecure links, it is important to recognize them and avoiding the scams .

Using secure communication tools for encryption is important to all the important documents that transverse the online space



THANK YOU