



**Erasmus+**  
Enriching lives, opening minds.

**Eurhope**

EU as a solidarity's house for minors out of home  
Erasmus+ project n. 2023-2-IT03-KA220-YOU-000184370



**Agenzia Italiana  
per la Gioventù**



**Co-funded by  
the European Union**

# Digital Skills Module 2

## Communication and Collaboration

**CUORE**  
IMPRESA SOCIALE



**Ca cordoba  
acoge**  
RED **acoge**



**HELLENIC  
AMERICAN  
UNION**



**ΚΟΙΝΩΝΙΚΗ ΟΡΓΑΝΩΣΗ ΥΠΟΣΤΗΡΙΞΗΣ ΝΕΩΝ**  
ARSIS - ASSOCIATION FOR THE SOCIAL SUPPORT OF YOUTH



**MetaCometa**  
NESSUNO CRESCE DA SOLO



**PROGETTO FAMIGLIA**  
CENTRO STUDI AFFIDO



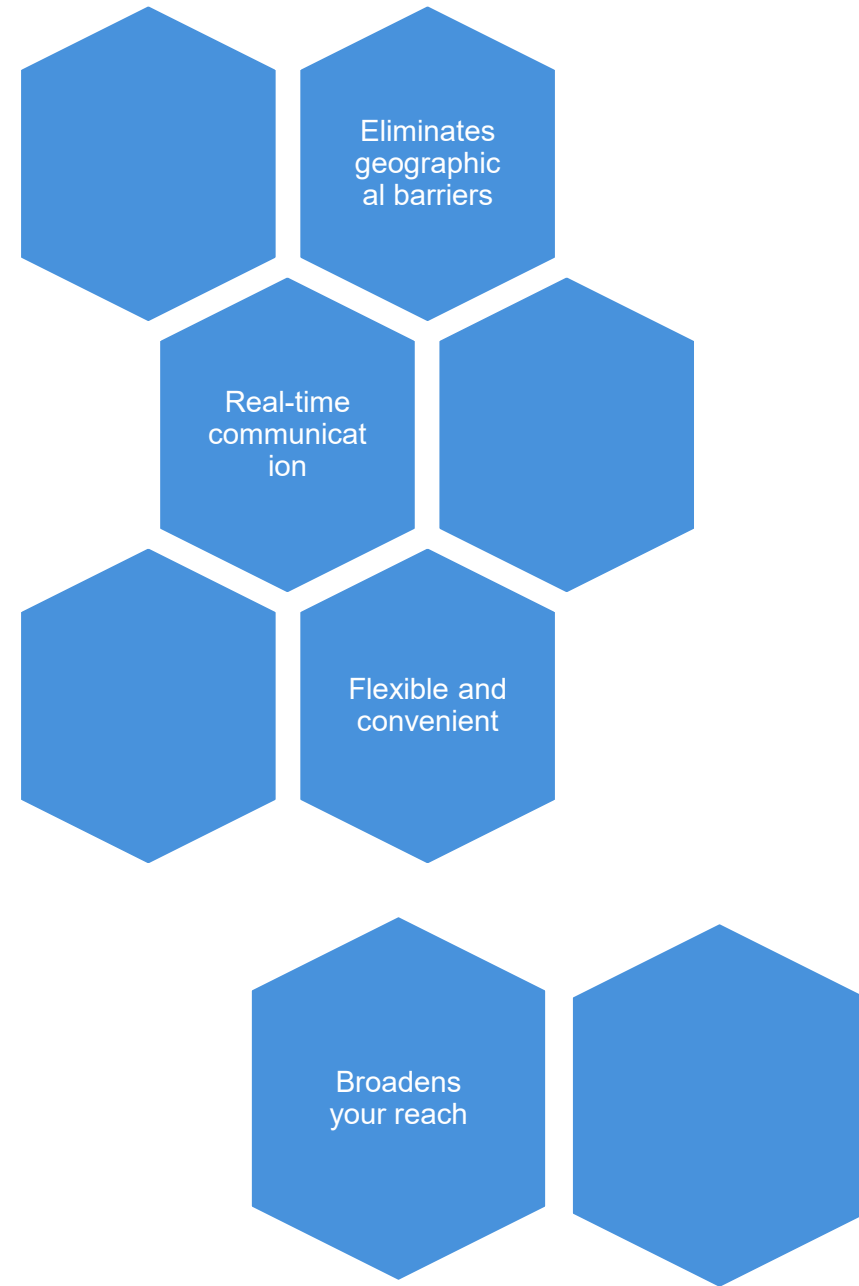
## In this module we will talk about:

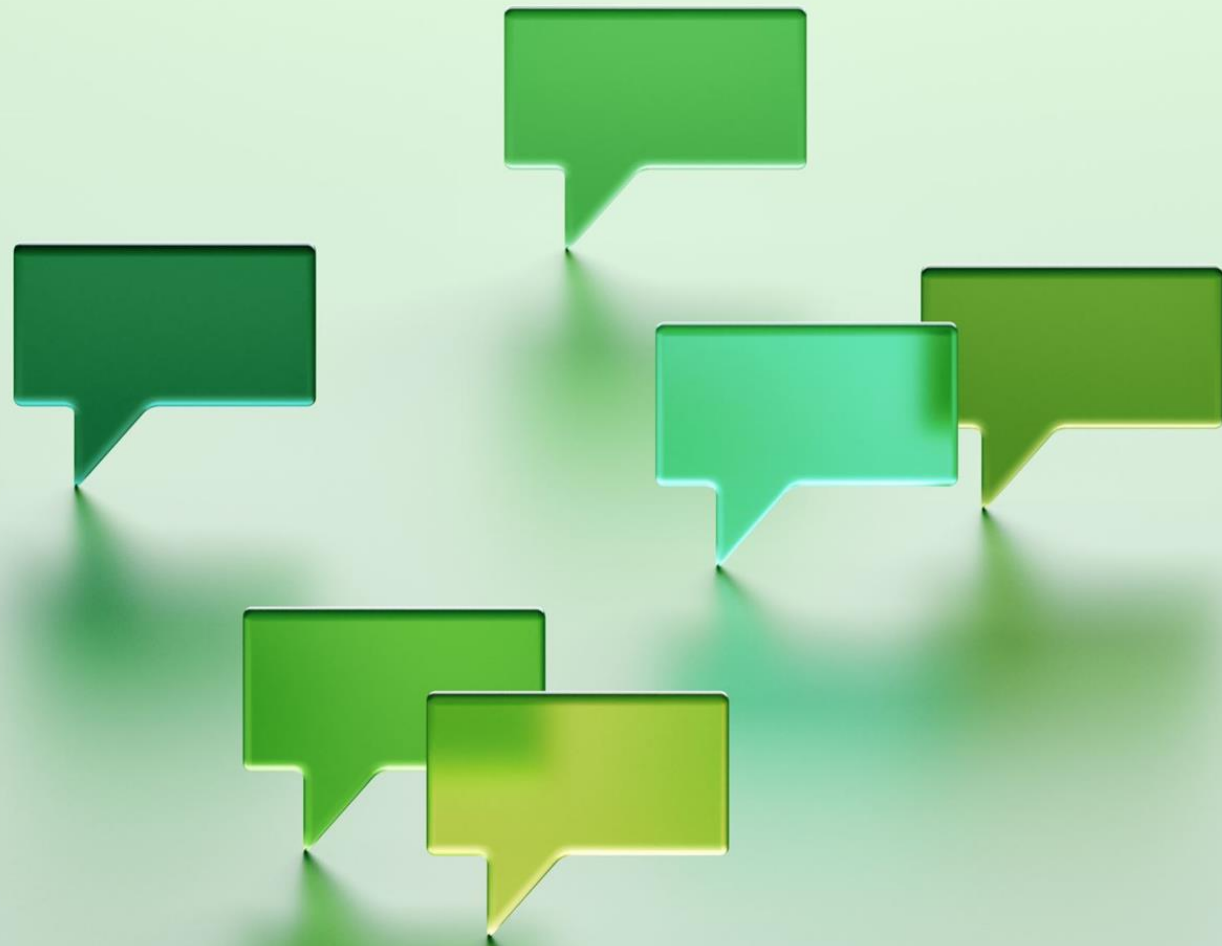
- Digital Technologies for Collaboration
  - Tools for communication and collaboration
    - email, instant messaging, video conferencing, social media
  - Using public and private digital services
    - Libraries, government sites and apps
  - Digital communication etiquette
    - Being a good digital citizen

# Key elements of digital communication

---

Digital communication is much more than typing on a screen—it's about understanding and respecting the unspoken rules of the online world.





Tools for  
communication  
and  
collaboration

E-mail



Gmail



YAHOO! MAIL

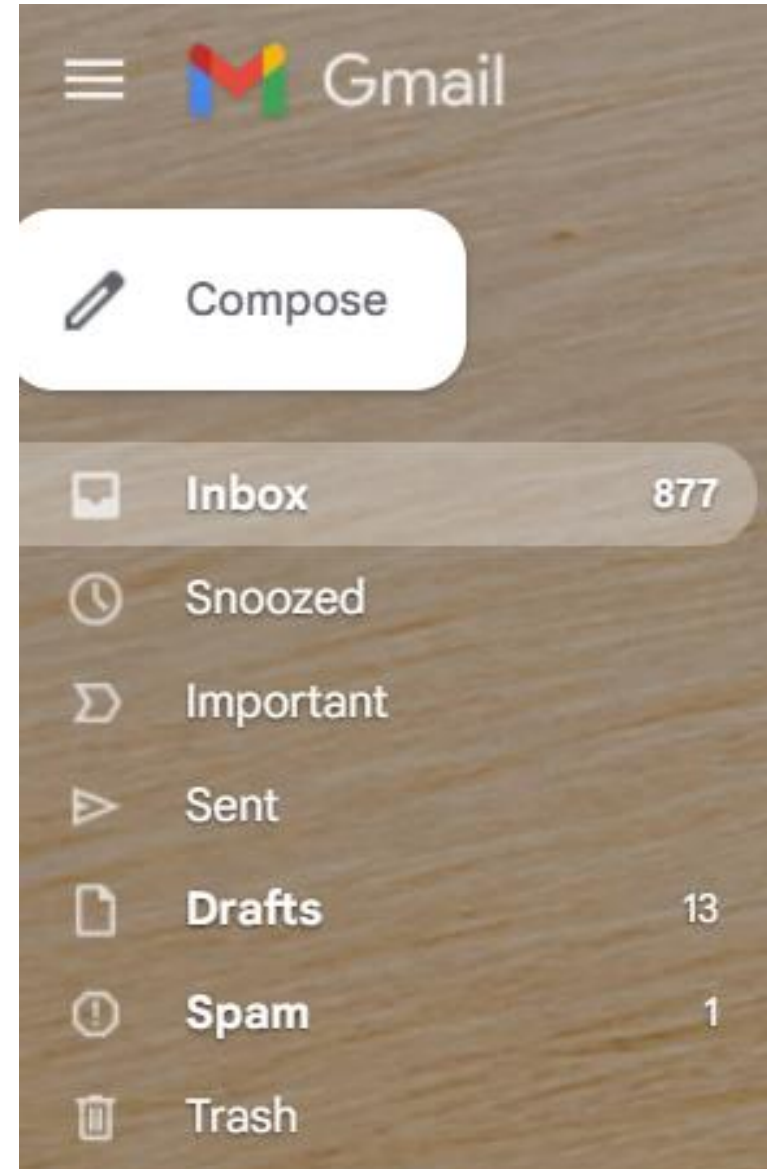


Outlook

# Inside a mailbox

---

- **Inbox:** incoming messages
- **Sent:** messages sent
- **Drafts:** messages composed but not sent yet
- **Spam:** promotional or malicious messages
- **Trash:** messages deleted





Viber

<https://www.viber.com> > ..



**Snapchat**



Messenger



**Telegram**

# Messaging and Chat Apps



WhatsApp

# How to choose which chat app to use?

---



WHAT APPS DO  
FRIENDS USE?



WHAT FEATURES DO  
THE APPS OFFER?



Zoom

<https://zoom.us>



Google Meet

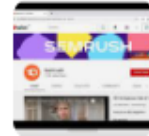
<https://meet.google.com>



Teams

# Video Conferencing

# Social Media



YouTube



Facebook



X (twitter)



Pinterest



Instagram



TikTok



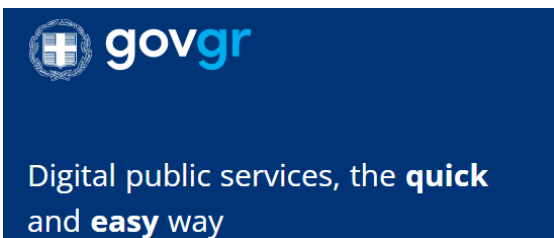
# Using public and private digital services

---



# Public digital services

**Public digital services are accessible to everyone and often provided by government agencies, or the European Union**



# Private Digital Services

- Free digital services are offered by NGOs, non-profit institutions, educational or technological providers, and other organizations in Greece and abroad.



duolingo



ανοικτά μαθήματα  
opencourses.gr



Search  
Culture.gr

# Digital communication etiquette

---



# Your digital rights

- The right to information and the right to participation
- The right to freely express your opinions or ideas, without fear, censorship or legal sanction
- The right to associate. In other words, your right to join or leave groups voluntarily, and the right to come together with other individuals to collectively express, promote, pursue and/or defend common interests
- The right to control your own personal data, which necessitates knowing what personal information has been gathered about you

*Being a good digital citizen*



*Being a good digital citizen*

## Your digital responsibilities

- Responsibility to share real and authentic information, news, posts
- Responsibility to express yourself in a respectful way
- Responsibility to avoid groups that promote violence and discrimination of any kind
- Responsibility to keep your personal data private and to avoid sharing other people's personal data without their consent

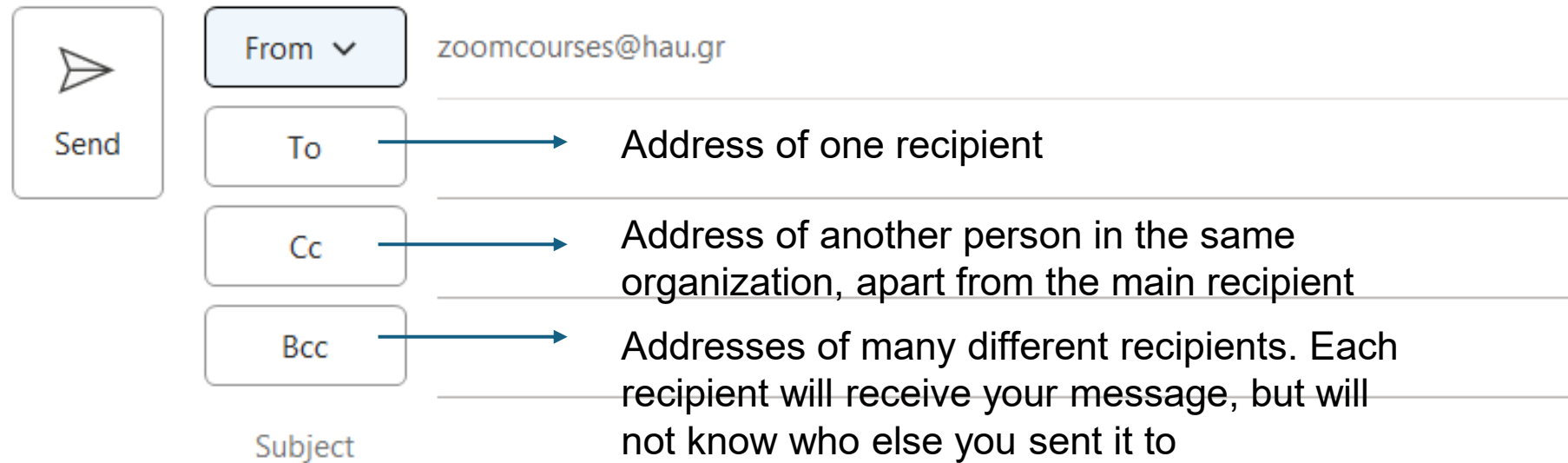




Treat others as you'd  
like to be treated

<https://edu.gcfglobal.org/en/communicationskills/b eing-a-good-digital-citizen/1/>

# Netiquette for e-mails



DON'T USE CAPITAL LETTERS IN THE SUBJECT OR BODY OF YOUR MESSAGE.

Capital letters is like shouting to someone

# Netiquette for video conference

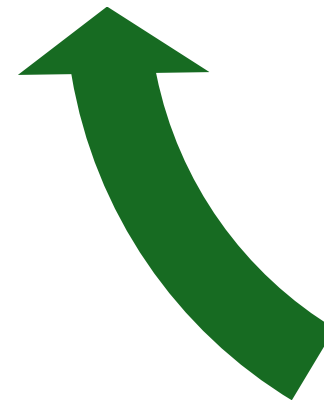
Not talking  
over other  
meeting  
participants



Joining the  
meeting on  
time



Muting  
yourself  
when you're  
not  
speaking



# Netiquette for social media



It can be insulting to be dropped from someone's social media friend list. If you don't want to stay in touch with someone long-term, good netiquette is to not add them as friends in the first place.



Don't tag other people in photos you upload, without asking for their consent. Not everybody want to share their life moments with people they don't know



Reply to all comments, even if you just use an emoji. Don't let your friends wonder if you have seen their comment



Don't spam your friends. Avoid sending "good mornings", blessings or similar every day to all your friends. Receiving the same type of message every day, even if it the nicest wish, is annoying



**Erasmus+**  
Enriching lives, opening minds.

## Eurhope

EU as a solidarity's house for minors out of home  
Erasmus+ project n. 2023-2-IT03-KA220-YOU-  
000184370



Co-funded by  
the European Union

# Thank You



HELLENIC  
AMERICAN  
UNION



PROGETTO FAMIGLIA  
CENTRO STUDI AFFIDO