



05. COMMUNICATION ETIQUETTE

THINK BEFORE YOU TYPE

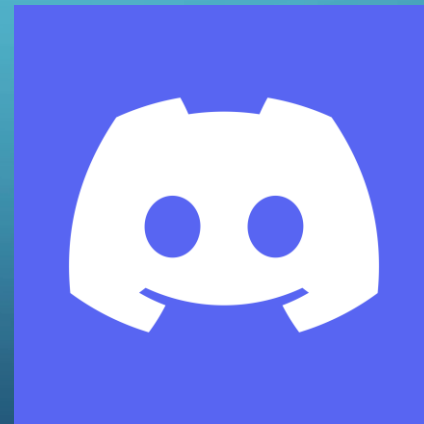
M2U1P5

HOW DO YOU COMMUNICATE ONLINE?



HOW DO YOU COMMUNICATE ONLINE?

- LINE
- Instagram
- TikTok
- Discord
- Messenger
- gaming chats



WHY ONLINE COMMUNICATION MATTERS

- Messages can:

- help people 😊

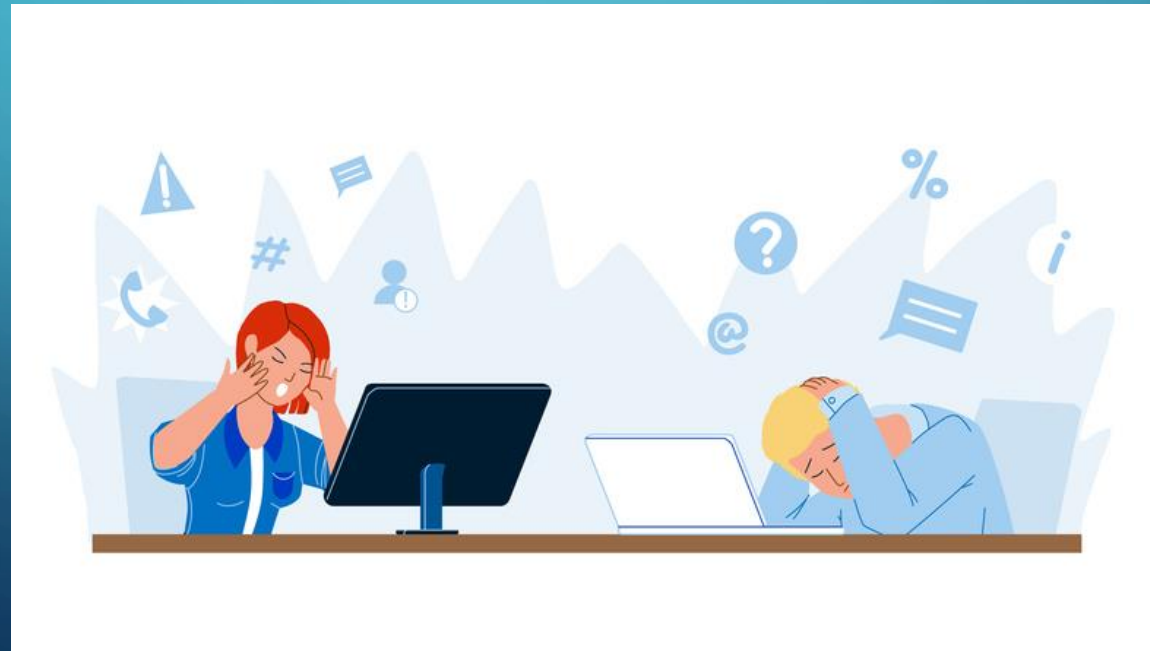
- hurt people 💔

- cause misunderstandings 😬

- spread quickly 📱



WHAT IS THE DIFFERENCE BETWEEN ✓ GOOD ONLINE COMMUNICATION AND ✗ BAD ONLINE COMMUNICATION?



GOOD ONLINE COMMUNICATION

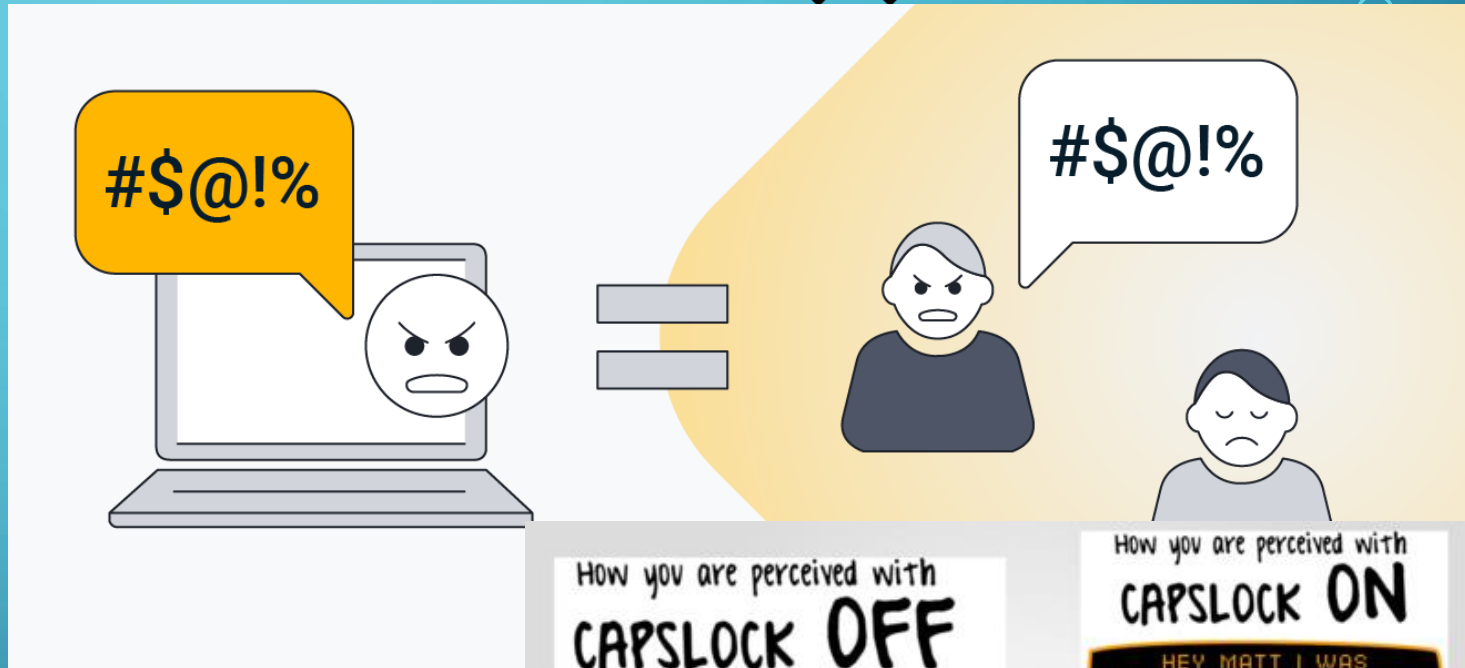


- Examples:
 - polite language
 - respectful tone
 - clear messages
 - thinking before posting



BAD ONLINE COMMUNICATION ❌

- Examples:
 - spam
 - rude comments
 - ALL CAPS
 - fake accounts
 - hate speech
 - sharing private chat

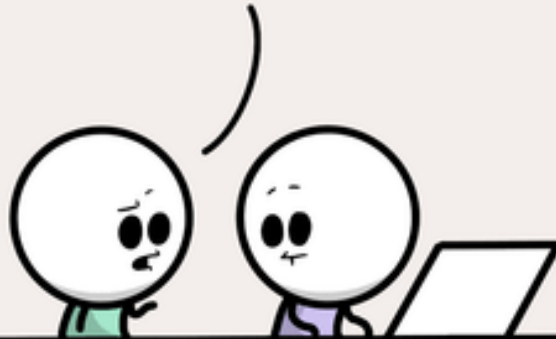


EMAIL VS CHAT

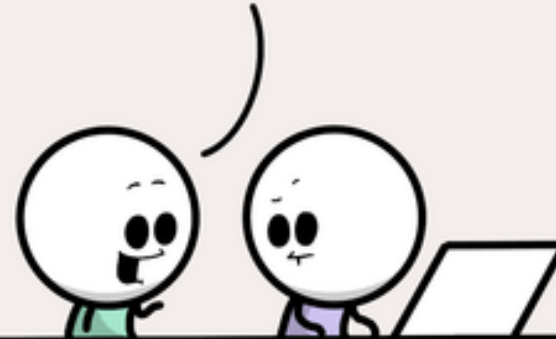
Email	Chat
Formal	Casual
Subject line	Quick messages
School/work	Friends/groups



WHY DO YOU ALWAYS
SEND AN EMAIL?

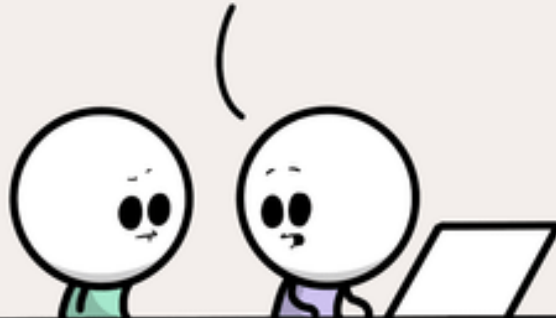


TRY CHAT. IT'S
MUCH FASTER.

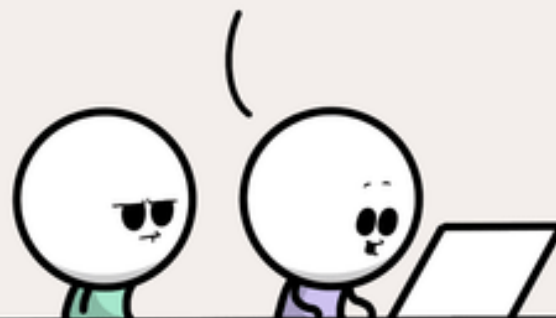


workchronicles.com

CHAT IS INDEED
FASTER.



BUT EMAIL
CREATES EVIDENCE.

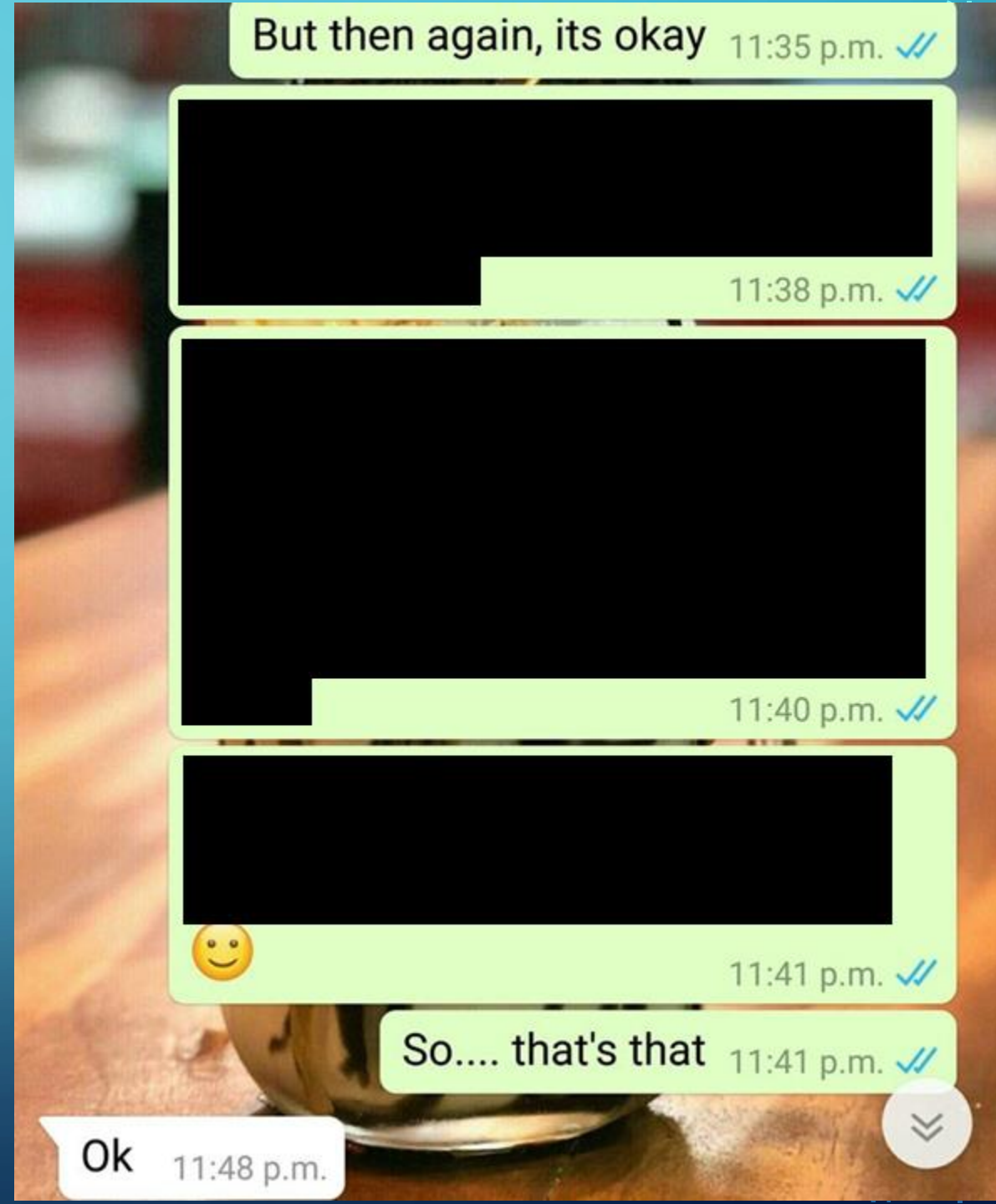


ONLINE TONE 🤪

- Online messages can be misunderstood.

WHEN YOU SEND A LONG TEXT

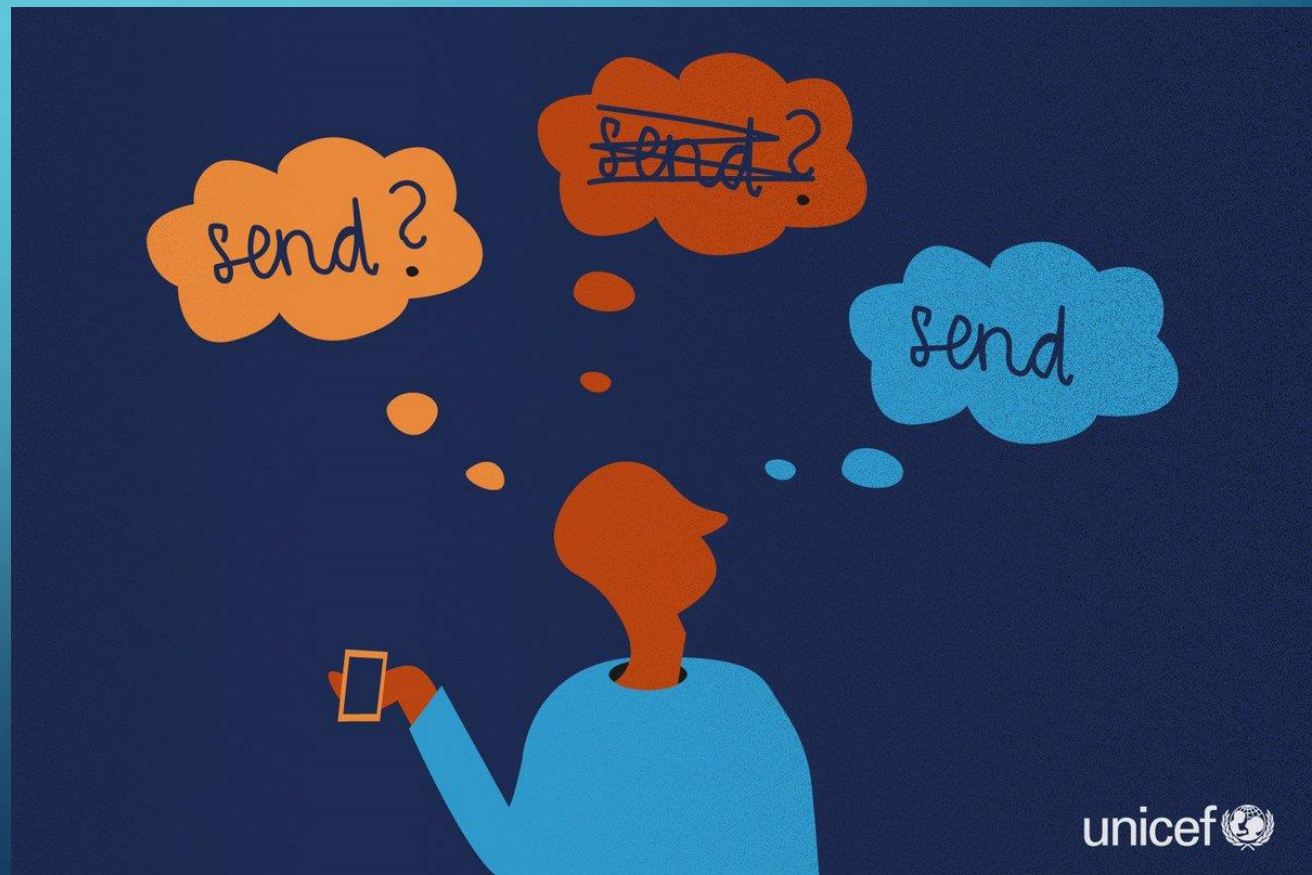
AND GET AN "OK" IN RESPONSE



THINK BEFORE SENDING

- Ask:

- Is it respectful?
- Could it hurt someone?
- Would I say this face-to-face?



FAKE ACCOUNTS

- Fake accounts can:
 - hurt reputations
 - spread lies
 - scam people



GROUP CHAT PROBLEMS



- Examples:
 - excluding classmates
 - spreading rumors
 - sharing screenshots
 - spam messages



DISCUSSION TIME



SCENARIO 1 — GROUP CHAT DRAMA

- Someone removes a classmate from the group chat and everyone laughs.

WHAT SHOULD YOU DO?

Johnny created the group "barbecue"

BBQ tomorrow at my place. 12:33 ✓✓

Dave

Nice! Can't wait for a fat steak and a pair of ribs 🍷🍷🍷

12:34

Great. Any vegans here? 12:34 ✓✓

Sara

Yeah me! Glad you asked 😊

12:36

Sara has been removed from the group

SCENARIO 2 — ANGRY MESSAGE

- You are angry and type:
“YOU ARE SO ANNOYING!!!”

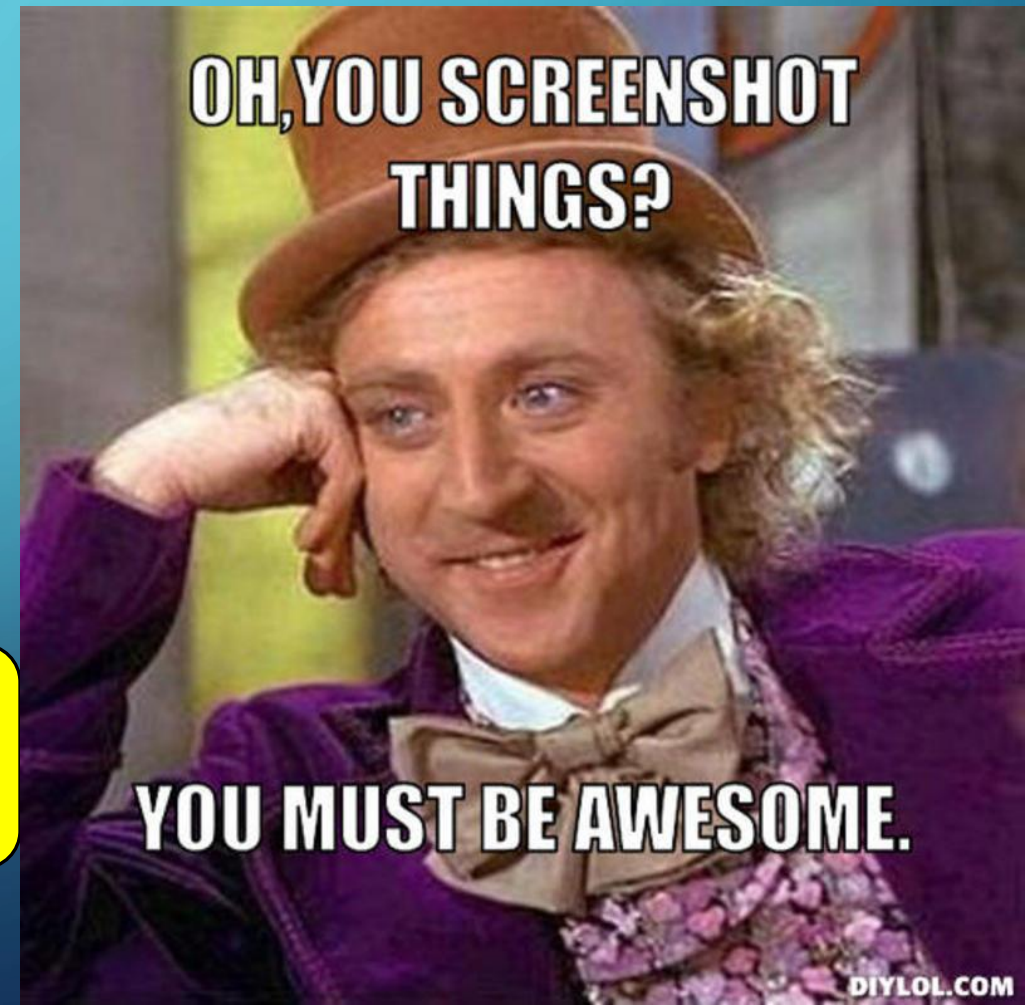
SHOULD YOU SEND IT?



SCENARIO 3 — SCREENSHOT SHARING

- A private conversation gets screenshot and shared publicly.

IS THIS RESPECTFUL?



**WHEN THEY DELETED THE GOSSIP
OFF FACEBOOK**



**BUT YOU ALREADY SCREENSHOT IT AND
SENT IT TO THE GROUP CHAT**

SCENARIO 4 — FAKE ACCOUNT

- Someone creates an account pretending to be your friend.

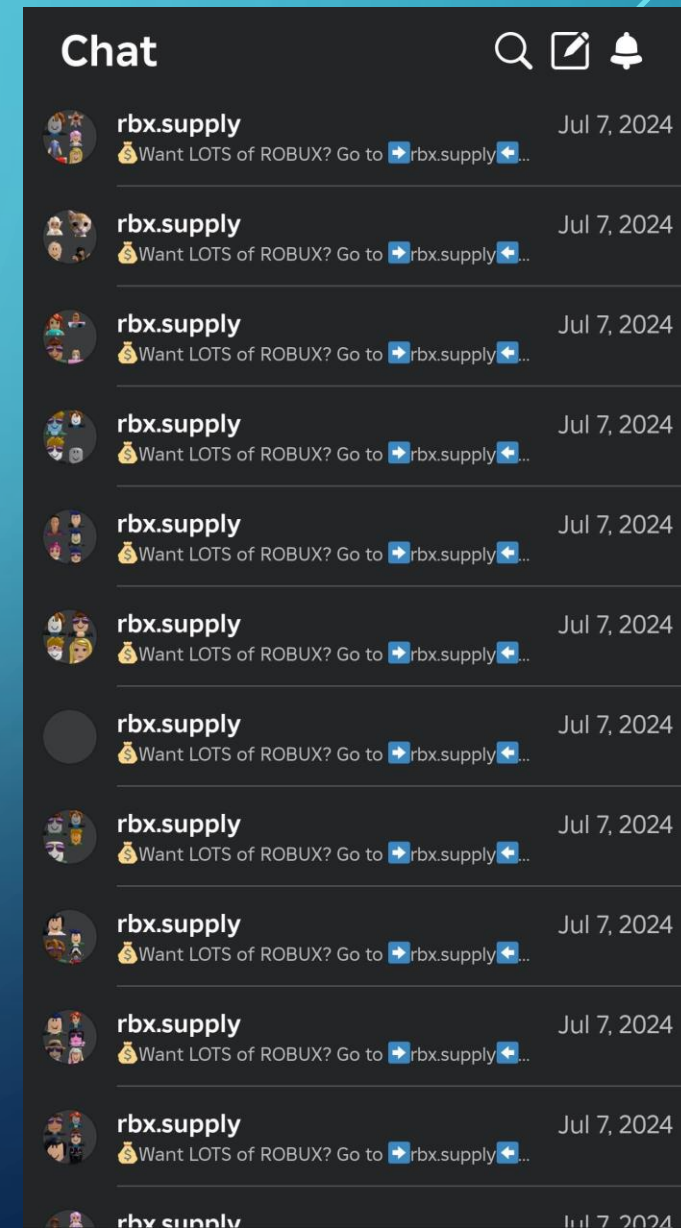
WHAT SHOULD YOU DO?



SCENARIO 5 — SPAM MESSAGES

- A friend keeps sending fake giveaway links.

WHAT SHOULD YOU DO?



GOOD MESSAGE OR BAD MESSAGE?"





YOU NEVER HELP WITH THE PROJECT!!!

IS THIS RESPECTFUL?

HOW COULD THIS MESSAGE START
AN ARGUMENT?

HOW COULD WE REWRITE IT?

12:35

←  Other

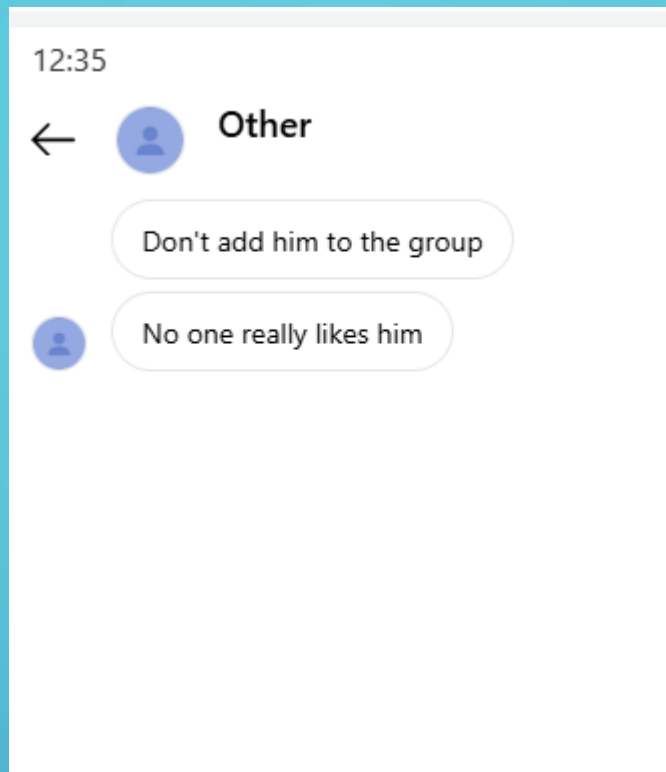
LOL look what Sarah said 🤪



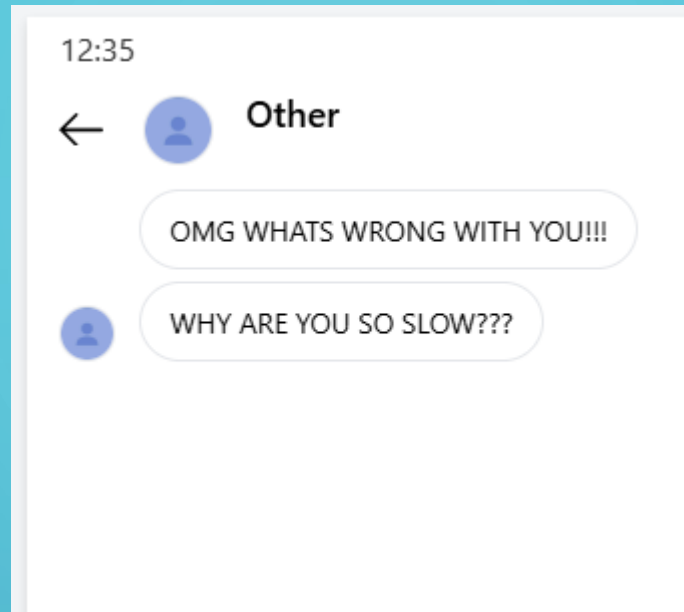
IS THIS RESPECTFUL?

SHOULD PRIVATE CHATS STAY
PRIVATE?

HOW WOULD YOU FEEL?



COULD THIS HURT SOMEONE?
IS EXCLUDING CLASSMATES OKAY?



HOW DOES ALL CAPS FEEL?
WHY DOES ONLINE TONE MATTER?



IS THIS SAFE TO POST?
WHAT INFORMATION SHOULD STAY
PRIVATE?

Mario Simic ✓
4h · 🌐

Chiang Mai is a captivating, laid-back northern gem offering a perfect blend of ancient culture, stunning mountain scenery, and modern, affordable cafes. Its "slow life" vibe makes it easy to spend days wandering the Old City's 300+ temples, enjoying vibrant markets, or exploring unique cafes

👍 7.5K 406 comments 383 shares

👍 Like 💬 Comment ➦ Share

View more comments

J Jane
Nobody asked for your opinion 🙄
2h Like Reply

JD John Doe
Jane 5555
1h Like Reply

JOKE OR BULLYING?

COULD COMMENTS HURT PEOPLE?



Mario Simic ✓

4h · 🌐



I cannot recommend working here. The management is very unsupportive and rarely provides clear instructions, leading to a lot of confusion. There is a high-pressure atmosphere, and the team does not support each other. It is a very stressful place to work.

👍 7.5K

406 comments 383 shares



Like



Comment



Share

View more comments



Jane

Hey, I disagree with you, but I understand your opinion.

2h Like Reply

WHY IS THIS RESPECTFUL?

HOW CAN PEOPLE DISAGREE
POLITELY ONLINE?



ANY QUESTIONS?

QUICK REVIEW

- Why can messages be misunderstood?
- What is respectful communication?
- Why are screenshots risky?
- What should stay private online?

FINAL REFLECTION

- Before sending a message...
- Ask:
 - ✓ Is it respectful?
 - ✓ Is it true?
 - ✓ Is it necessary?
 - ✓ Could it hurt someone?



THE END