MODULE 6 - NETIQUETTE

CHAPTER 1

GOOD PRACTICES FOR USING THE INTERNET AND DIGITAL TOOLS

Skills
to
Connect
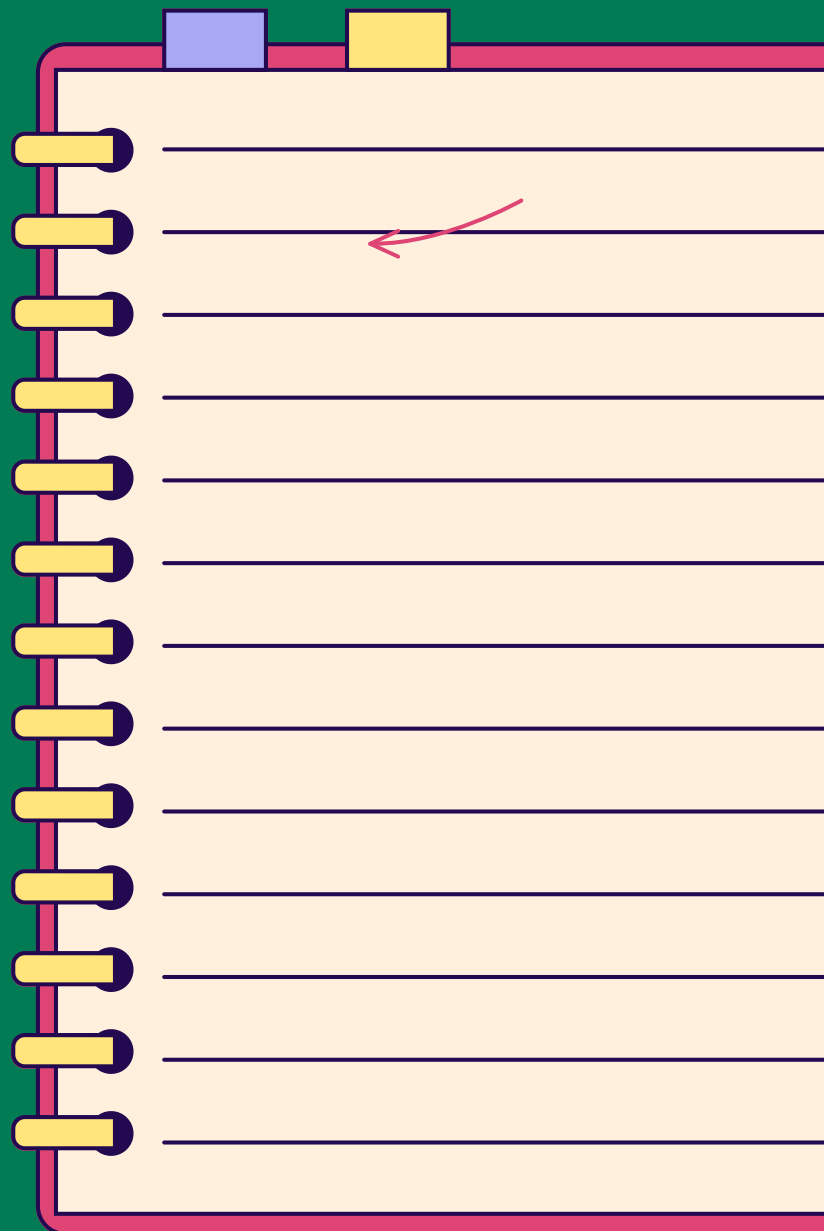
INTRODUCTION

Online communication, whether professional or personal, relies on a set of implicit and explicit norms to foster respect and harmony among users. **Following the rules of netiquette ensures a positive interaction and reduces the risk of misunderstandings, conflicts and abusive behavior.**

This chapter explores the fundamentals of netiquette, covering the conduct to adopt in communication and in the use of digital tools on a daily basis.

1 RULES OF CONDUCT ON THE INTERNET

Basic rules for behaving respectfully and constructively online include:

GOOD PRACTICES

- **Respect other users:** Do not insult, judge or discriminate against others online. Adopt a caring attitude, considering the emotional impact that the comments can have.
- **Accepting divergent opinions:** Other people's opinions are sometimes different from our own. It is important to be open to discussion without trying to impose your own opinions.
- **Offer constructive criticism:** When criticism is necessary, it should be offered constructively, avoiding offensive comments.
- **Avoid cyberbullying:** Do not encourage or participate in online harassing behavior, and do not share hurtful or discriminatory content (see Chapter 3 on cyberbullying).

Taking advantage of being behind a screen to become mean, vent your anger or commit acts that you would not have committed in real life is reprehensible behavior that can have legal consequences. You must always remain the same person with or without a screen.

Hateful, insulting, inappropriate messages can be captured or copied and used as evidence. Anonymity on the internet should not be a reason to insult online.

KINDNESS AND CAUTION ARE REQUIRED, WHETHER OFFLINE AND/OR ONLINE!

2 COMMUNICATING WELL ON THE INTERNET

Online communication should be done with respect for others, with rules similar to those we apply in face-to-face exchanges:

GOOD PRACTICES

- **Do not insult or provoke:** Each user is responsible for their online comments and can be held legally responsible in the event of insults or hateful messages.
- **Be open to discussion and respect diversity of opinions:** It is natural to have disagreements; however, it is best to express your arguments constructively and listen to others without judgment.
- **Constructive criticism:** Expressing negative feedback should be done with kindness to encourage improvement rather than hurt.

Online messages are permanent: screenshots or copies of your messages or photos can be easily taken. **It is therefore essential not to give in to impulsiveness and to remember that online communication has very real and permanent repercussions!**

3 REACTING AND REPORTING INAPPROPRIATE BEHAVIOR

To maintain a safe digital environment, it is important to know how to respond to illegal or problematic content:

HOW TO REPORT?

With the "report" buttons: problematic and potentially illegal content can be reported using the report button provided for this purpose by the website managers. Many social networks make this button available to users to be quickly notified of problematic content. The user can report comments, publications, groups and people.

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Learn how to report illegal or inappropriate content

4 PROTECTING YOURSELF FROM OTHERS

To maintain a safe digital environment, it is important to know how to respond to illegal or problematic content:

GOOD PRACTICES

- Limit personal information shared: Be selective about the information shared online and adjust privacy settings.
- Be cautious about contact requests: Be wary of contact requests from strangers and fraud attempts.
- Do not meet a stranger alone: For young people in particular, avoid meeting strangers without being accompanied.

Discover the article

rules for your child's use of different networks and media

5 BEST PRACTICES FOR USING TOOLS

Digital tools, particularly those intended for online communications and collaborative work, also require respectful rules of use to maintain proper functioning in all contexts.

PRIORITIZE THE REAL WORLD

It's sometimes easy to get caught up in digital notifications and calls. However, in in-person situations.

IT IS IMPORTANT TO

- Leave your phone in your bag or pocket at a restaurant
- Not constantly check your phone in the presence of another person.
- Not use your phone or be on a call when making a purchase at the checkout (say hello, get off your phone)
- Manage notifications wisely: set notifications to receive them only during working hours or on essential tools.

🔔 MODULE ALERT   *Find out more with the module dedicated to notifications, by clicking here!*

5 BEST PRACTICES FOR USING TOOLS

DISCREET VOLUME IN PUBLIC

Phone calls in public should always be made at a discreet volume, whether on public transport, in the street, in a store, etc. The person on the other end of the line will hear perfectly. Particular caution should be exercised when making calls with wireless headphones, with which the conversation can be heard from outside.

It is easy to misjudge your own volume. In general, it is best to keep phone conversations in public places as short as possible, while maintaining a minimum distance of a few meters from other people.

In some places, however, the telephone is not always recommended, such as cinemas, theaters, libraries, hospitals, cemeteries, and places of worship.

GOOD PRACTICES

- Mute your phone in places where silence must be respected
- Using headphones in public places to listen to music or watch videos

TO REMEMBER!

Netiquette is based on respect, kindness and caution in online interactions and the use of digital tools. By following these rules, users contribute to a safer, more pleasant digital environment that is less prone to misunderstandings or conflicts. The Internet is a public space where respectful behaviors strengthen the shared experience and encourage a climate of trust between users.