MODULE 6
Netiquette

Skills to Connect

In real life, etiquette is a set of rules of conduct, implicit and explicit. **Netiquette, a contraction of net "network" and "etiquette" corresponds to the rules of good conduct online.** That is to say:
- Know and apply the rules of good conduct on the internet;
- Adapt your communication according to your audience and the platform,
- Understanding cultural and generational differences in digital environments*

In this module, you will: (1) review the implicit and explicit rules to apply on digital platforms, (2) understand how to adapt your way of speaking according to your platform and your audience, (3) learn the rules of sharing information, and become aware of cyberbullying.

1 Rules of politeness on the internet

- **What are the rules of politeness on the internet?** As in the real world, rules are essential on the Internet to avoid any negative consequences.
  - To communicate online it is important to follow certain recommendations:
    - Communicating on the Internet
    - React and report
    - Protect yourself from others
- **What are the rules of conduct when using digital tools?** In the digital age, respectful behavior and taking others into account is essential, whether at work, at school, among friends or in public.

Discover the explanatory sheet 1

2 How to share information

- What are the rules of good conduct to follow before (re)sharing something on the internet?
  - Some advice to follow
  - Example with the liaison booklet

Discover the explanatory sheet 2

3 Adapt your communication according to your audience and the platform used

- **What are the different communication platforms and how to use them?**
  - Communicate by email
  - Communicate via Instant Messaging
  - Communicating on social networks
- **How to use "non-verbal" messages?**
  - Emojis, Gifs, Memes, voice messages, …
- **When to use what?**
  - Summary table

Discover the explanatory sheet 3

4 Cyberbullying

- What is cyberbullying?
- How to identify it and protect yourself from it?
- How should I react and report it if I am experiencing cyberbullying?
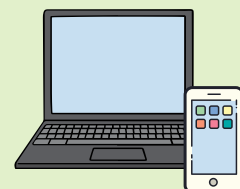
Discover the explanatory sheet 4

Practice!

To support you in your learning and validate your knowledge, you can practice by completing the quizzes and fun exercises below:

- Scenario: I'm going on vacation soon and I want to let people know. How can I tell my loved ones, colleagues, and manager that I'm going on vacation?
  - It's up to you to choose which communication channel to use depending on the person you want to notify!

Netiquette and your job

👉 People who are not or not very comfortable with digital tools are not always familiar with good digital practices. It is therefore important to become familiar with netiquette, **and here are some situations in your daily life where this module could be useful to you:**

☐ **The digital liaison notebook**
In your work, you are required to use a digital liaison book (in France), which is a valuable tool for transmitting essential information about each beneficiary to their entourage and to healthcare professionals. In this module, we review the best practices for using the liaison book (respect for privacy, confidentiality, etc.).

☐ **The right to image**
In your work, specifically with home workers, you are sometimes required to take one or two photos of the beneficiary (for example, a wound, the layout of their apartment, etc.). It is therefore essential to know and respect the image rights of your beneficiaries. (in France), which you will learn thanks to this module on netiquette.

☐ **Contact by email: the family of a beneficiary, a health professional, etc.**
Email communication is crucial in care coordination. This module helps you learn how to write professional, accurate, and respectful messages to care recipients' families or healthcare professionals. This approach ensures that essential information is conveyed clearly, for effective follow-up and continuity of care and support for older adults.

☐ **Communicating within my company**
There is no doubt that your company has set up a digital communication network, whether by email or instant messaging (Teams, WhatsApp, etc.). This module gives you the keys to adapt your messages according to your audience, whether to communicate with your colleagues or your hierarchy. With these best practices, you ensure that you transmit useful and respectful information, essential for smooth collaboration.

To go further...

Want to know more about online scams?
Here is a compilation of resources to help you delve deeper into this module!

Have an email signature
How to add an automatic signature to the end
of your emails

Signature Guide for Outlook

Signature Guide for Gmail

Testimony of harassers and harassed
France TV report

Watch the video

Sources :
- Definition of DigCOMP, 2022