Module IV. SOFT

Interpersonal Skills Course

Topic 4. Communicate with others

**Lesson 4
Tips for virtual**

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IN THIS LESSON, WE WILL LEARN...

1. UNDERSTAND THE **SPECIFICS OF VIRTUAL COMMUNICATION** AND THE MAIN DIFFERENCES BETWEEN A PRESENTIAL AND A VIRTUAL CONVERSATION.

2. **ADAPT** THEIR COMMUNICATION TO THE **VIRTUAL MODE**.

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1. SPECIFICS OF A VIRUAL COMMUNICATION

IMPORTANCE OF THE VIRTUAL ENVIRONMENT

Good internet connection, limit your surrounding distractions, be prepared.

CHOICE OF VIRTUAL TOOLS

It is not the same to have an informal video call on WhatsApp or a formal meeting on Zoom.

INSTANTANEOUS VS DEFERRED

Physical meeting is instantaneous
There are also emails or chats, where you can send a message, wait for the answer, and answer yourself later, giving you time to mature your arguments

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2. ONLINE AND SOCIAL NETWORKS WRITTEN COMMUNICATION

USE OF ABBREVIATION IN MESSAGES

EMOTICONS

Programming language, based on characters meant to represent facial expressions, animals or objects, that convey emotion or shorten the writing

The appearance of those new characters are a revolution in the written language, as they change our way of expression, and allow us to introduce nonverbal elements and picture even in the written language

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3. COMMON TIPS TO VIRTUAL COMMUNICATION

BE PROFESSIONAL

APPLY THE BASICS OF VERBAL COMMUNICATION
expressing yourself with clarity, going to the point, having a good conversation start

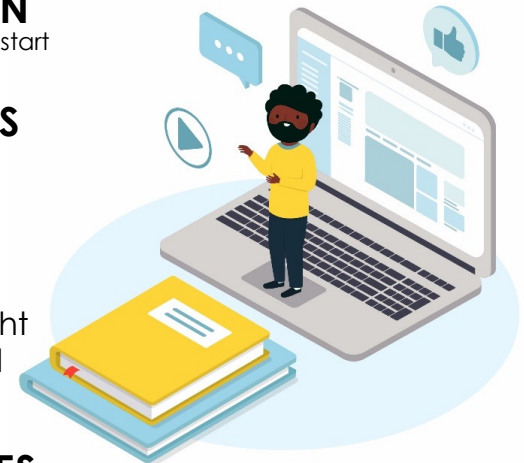## FOCUS AND AVOID EXTERNAL DISTRACTIONS

ASK PEOPLE TO TURN ON THEIR CAMERAS

TAKE CARE BOUT YOUR ENVIRONMENT
take care about the light, make sure that you are not against the light so people can see you well, and take care about the background that the video will show

TAKE THE MAXIMUM OUT OF THE TECHNOLOGIES
New technologies enable you, in addition to talk, to share screen, record conversation, chat, and interact in multiple ways. Don't hesitate to use those tools, that will support you in the delivering of messages.

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CONCLUSION

COVID 19 crisis is accelerating the digital transformation of our relationships with others, at both professional and private levels.

Virtual communication is becoming the new norm, and it is too early to know yet if this is only a temporary trends linked to this crisis, or if it will lead to a long-term transformation of our ways of communicating.

Co-funded by the
Erasmus+ Programme
of the European Union

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