

A woman with blonde hair and glasses, wearing a blue denim jacket, is sitting in a modern chair and smiling while talking to a man. The man, who is Black, is also smiling and looking towards the woman. They are in a professional setting with a light-colored wall in the background.

PROGRAM CUORE | Employee Support  
Continuous Training

Program II:

# Communication in a Virtual/Digital Environment



# Welcome to your Training

In connection with your Employment Contract, GI GROUP hereby sends its **Employee Training Program**.

This training is mandatory and corresponds to the initial training modality, which we consider to be an added value, both for your personal and professional development and for raising awareness of the guiding principles of this Module, considered to be of greatest relevance in ensuring professional excellence.

These courses are organized as distance learning and, in the self-training modality, an individual learning modality that allows the individual to learn at their own pace, using specific resources for this purpose, and which contributes to the increase of their personal and professional skills without the need for continuous monitoring by a tutor or trainer.

By accessing this Module, the Employee declares that he/she undertakes to:

1. Access the training material and dedicate the necessary time to develop your skills and complete this Module;
2. Do not transmit the training materials received to third parties, in any form.

If you need support, please contact: [formacao.colaborador@gigroup.com](mailto:formacao.colaborador@gigroup.com)

# Program Content

**The context**

**The communication**

**NETIQUETTE**

**Principles of virtual/digital communication**

**Principles of distance communication –**

**Teamwork**

**Strategies for using email communication**

*Training Debriefing – Lessons Learned*

# The context

We live in a historical-social and political moment marked by the rapid and growing production, transformation and use of different information technologies interconnected in a network. The evolution of the human being is marked by technological innovations, such as the wheel, paper, writing, the machine, the automobile, radio, television and information technology, which require a new organization of work and significant cultural changes.

The real and the virtual interact.

# The communication

**Communication is an interactive and dynamic process through which ideas, information, and messages are shared with others in a certain space and time. The interactions that are established between individuals are the engine of human communication, and it can be assumed that the axis of communication and an elementary factor is socialization.**

Interpersonal communication is based on two main axes: capacity and intentionality, that is, knowledge and desire, representing the communicative mechanics and the quality of human interaction.

# NETIQUETTE

**The complexity associated with the act of communicating cannot be dissociated from the evolution of modern society and, above all, with the use of new information and communication technologies.**

The main difference between virtual communication is the existence of a specific process, requiring a different sensitivity in the way of communicating, using the Internet as a space for communication and not just as a mechanism for exchanging information (netiquette).

Communication through sounds, images and texts, integrating messages and multimedia technologies is routine. Communication has become more sensorial, multidimensional, non-linear.

# Principles of virtual/digital communication

## 1. Think

Analyze the situation in which the communication will take place. Is it a meeting with a new client? Are you delivering a memo or report? Don't just act. Think first.

## 2. Ask Questions

Ask yourself and other people questions. Use traditional patterns: who? What? why? when? where? as? If you ask and answer these questions in advance you can predict problems and identify opportunities.

## 3. Make Plans

When you have answered your questions, make plans and choose the content of the messages you want to send and the way you will send them. Plan all possible communication, outline your thoughts and list your priorities.



# Principles of virtual/digital communication

## – TeamWork

### 1. Organize your virtual work schedule

**Without face-to-face interaction, there is much more room for misunderstandings. Set some rules to avoid this:**

Keep shared calendars (Outlook or others) updated in real time.

Correct use of team status indication, such as "busy", "available" and "do not disturb".

Agree to use tools for cross-team conference calls, with video enabled by default.

Maintain everyone's collaboration on team activities and use private channels within the team for specific projects, instead of creating a new group.

Respect the objective of each channel to avoid confusion and improve the speed of communication and content.



# Principles of virtual/digital communication

## – TeamWork

### **2. Choose the most appropriate Communication Channel**

Without the option to go to your colleague's or team's desk, there is much more room for misunderstandings. Set some rules to avoid this:

General information, knowledge sharing, practice questions: post to a team's public channel.

Information relevant to a specific set of colleagues: post in a private channel, or set up a team meeting.

Information for a limited number of people, for example regarding a specific project: post in the project-related team or start a group chat

An individual piece of information or a short question: press the chat button or call the recipient directly.

# Principles of virtual/digital communication

## – TeamWork

### **3. Hold regular team meetings, but keep them efficient**

Without the option to go to your colleague's or team's desk, there is much more room for misunderstandings. Set some rules to avoid this:

Keep it brief: Presentations should be kept as short as possible, as the attention span for remote listening is shorter than for face-to-face interactions.

Use the mute button while watching a presentation to reduce ambient noise and echo.

Keep the chambers active to increase the feeling of togetherness and increase the amount of nonverbal communication.

Share visual ideas in real time. Don't forget that you can share your screen to show your colleagues about your ideas.

Record the meeting for people who couldn't attend.

# Strategies for using email communication

## **Choose the right times to send highly important emails**

The best time to send an email is the closest to the time, considered by you, when the recipient is most likely to read it.

## **Find out the most common days to send emails**

Results from a 2003 US Q3 “The E-mail Labs” study showed that two-thirds of messages are sent on Tuesdays, Wednesdays and Thursdays.

## **Use filters to avoid inappropriate emails**

Choose and install an efficient system to filter messages so that messages are automatically selected and thus avoid wasting time and space in the mailbox.

## **Create a structure to store your emails**

It is advisable to create a folder hierarchy to prevent your email inbox from reaching alarming proportions. Create folders and transfer messages according to the folder structure.

# We summarize the main results achieved through this training:

1. Know how to contextualize the impact of communication in a virtual environment
2. Know how to identify the different forms of communication
3. Discern the most appropriate strategies to minimize impact on communication

Now that you have completed this action, access the **knowledge assessment questionnaire [HERE](#) (Mandatory step for completing this action).**