





MODERN DIGITAL SKILLS



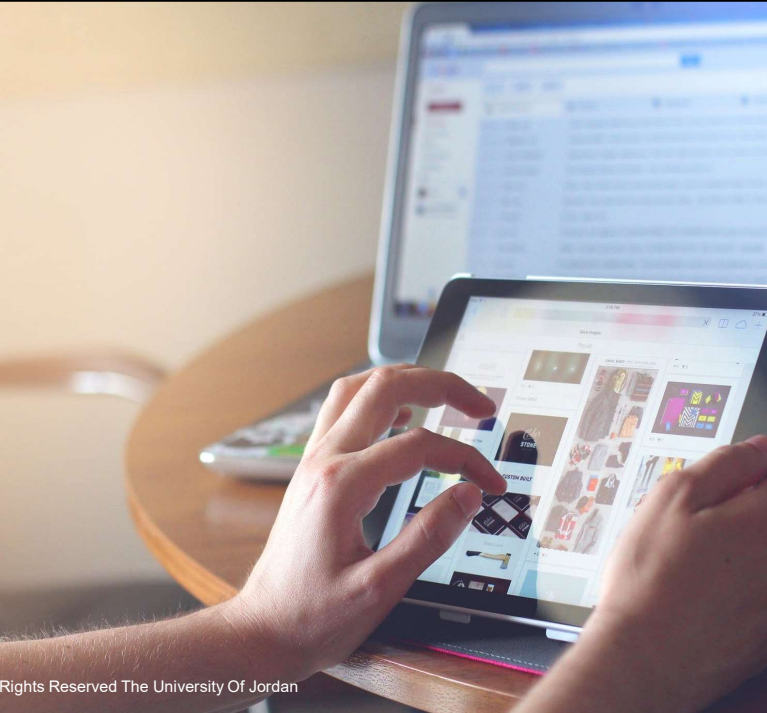
CHAPTER 7: ETHICAL ONLINE COMMUNICATION, COLLABORATION, AND RELATIONSHIP MANAGEMENT

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Online Communication and Collaboration



- **Types of Online Communication:**

- 1- **Text-based communication:**

Emails, Discussion forums , Messaging and chat.

- 2- **Audio Communication:**

Voice calls and Voice Messages.

3. **Video Communication:**

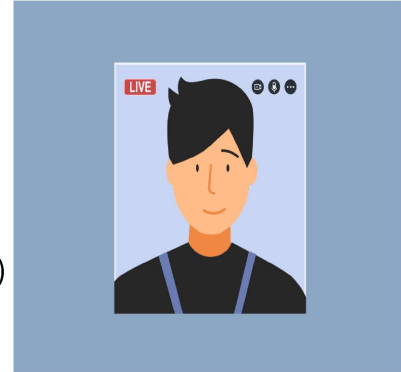
Online meetings, conferences, screen and application sharing and gaming.

4. **Social media:**

Include text, images, and video. (e.g. Facebook, (X)Twitter, Instagram)

- **Collaboration tools in online communication:**

1. Online teleconferencing
2. File sharing tools

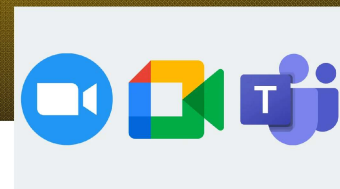


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Online Collaboration Tools

1) Online Teleconferencing



Zoom

A widely used video conferencing tool for virtual meetings, and screen sharing.

Google Meet

Google's video conferencing platform that allows you to host virtual meetings, and collaborative sessions.

Microsoft Teams

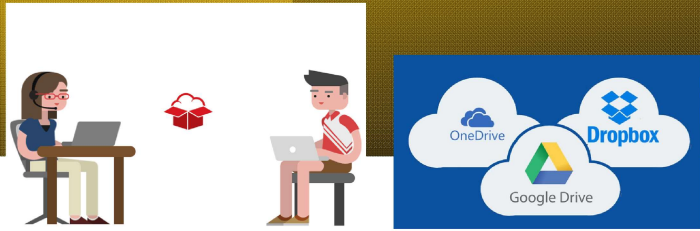
Part of Microsoft 365. It provides chat, video calls, and collaboration features.

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Online Collaboration Tools

2) File sharing



Google Drive

(Google) cloud storage service that allows you to store, share, edit and collaborate on files.

Dropbox

(Dropbox) cloud storage for sharing large files and collaborating with others.

OneDrive

(Microsoft) cloud storage integrated with Microsoft 365. It allows you to store, share, edit and collaborate on files

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Advantages and Disadvantages of Online Communication

- **Advantages** 😊
 - **Cost efficiency:** members can work from home with no transportation costs.
 - **Time efficiency and Flexibility:** no need to physical location, and no time wasted for gathering in one place.
 - **Skill development:** Collaborating online develop digital skills of members.
 - **Diverse and virtual learning community:** students ,for example, in online learning can engage, discuss, and learn together.
 - **Time, Resource Savings and productivity:** Teams can exchange ideas, knowledge, support each other, work efficiently and save time.

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Advantages and Disadvantages of Online Communication

- **Disadvantages** ☹️
 - **Technical limitations:** Connection problems, Delays.
 - **Lack of face-face communication:** no facial expressions or body language.
 - **Privacy and security risks:** shared information and sensitive information may be accessible to unauthorized users
 - **Health concerns:** spending hours in virtual meetings affect productivity and health
 - **Increased Risk of Miscommunication:** Tone and intent can be hard to interpret using messages and emails which sometimes lead to misunderstanding
 - **Time zone differences:** People in different time zones may have very different working hours, making it difficult to find mutually convenient times for meetings.

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Ethics of Online Communication

Now, Let us learn about the following ethical issues:

- *Netiquette*
- *Freedom of speech*



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Netiquette

Set of rules for defining respectful and professional behavior through network communication

1. Be Respectful • Treat others as you would in real life. Avoid insults or threats.

Remember the Person You're communicating with real people, not just machines.

Be mindful Be mindful of your content and think before you write.

Present Your Best Side be professional, even in disagreements.

Read First, Then Ask Before asking a question, check previous discussion posts. Someone might have already answered it.

Pay Attention to writing Proper grammar and punctuation enhance understanding and communication

Respect Privacy Don't share personal information about others without consent.

Respect Time and Bandwidth Be considerate of others' time and resources.

Forgive Mistakes Everyone makes errors. Be patient and forgiving online.

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THINK

before you:



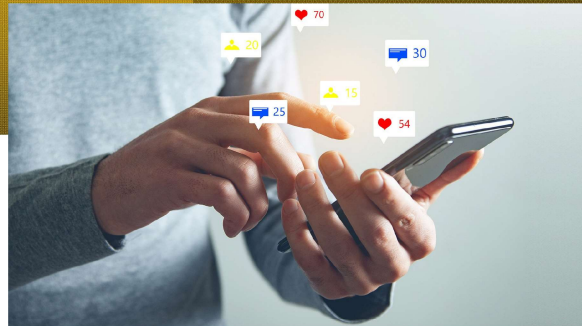
Is it... **True?**
Helpful?
Inspirational?
Necessary?
Kind?

The Internet is forever.
Don't develop a bad reputation.

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Freedom of Expression

Are we free to speak anything?
>>>> No!



The following behaviors are not allowed:

1. *Defamation*
2. *Hate speech and discrimination*
3. *Cyberbullying and cyberstalking*
4. *Anonymity*
5. *Explicit and irresponsible content creation*

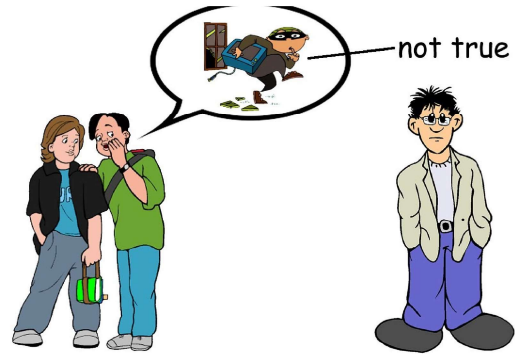
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Freedom of speech

1) Defamation

Defamation:
is making either an oral or a written statement of unproven fact that is false and that harms another person.



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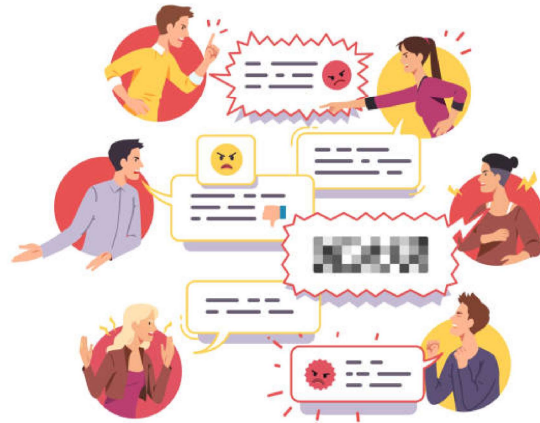
Freedom of speech

2) Hate speech and discrimination



Hate speech:

- a speech aimed to injure and dehumanize a person or group of people with certain inherent characteristics like gender, race, religion, culture, color, national origin, or disability
- Hate speech is mean, unkind, discriminatory, disapproving, and malicious



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Freedom of speech

3) Cyberbullying and cyberstalking

Cyberbullying:

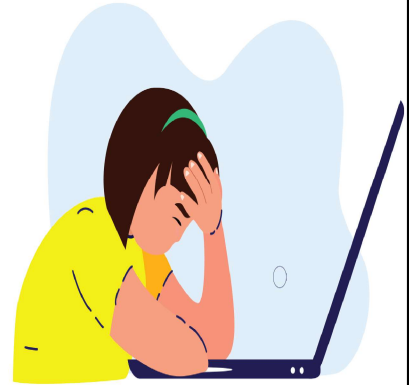
The harassment, humiliation, or threatening of a person (especially young people) via the Internet or phone.

Forms of Cyberbullying include:

1. Sending mean messages to the victim
2. Impersonating the victim
3. Sending inappropriate messages about the victim to others

Cyberstalking:

Repeated, targeted actions designed to threaten, manipulate, or instill fear in the victim (threatening an adult). It can lead to severe psychological harm, and even physical danger for the victim.



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Freedom of speech

4) Anonymity on the internet



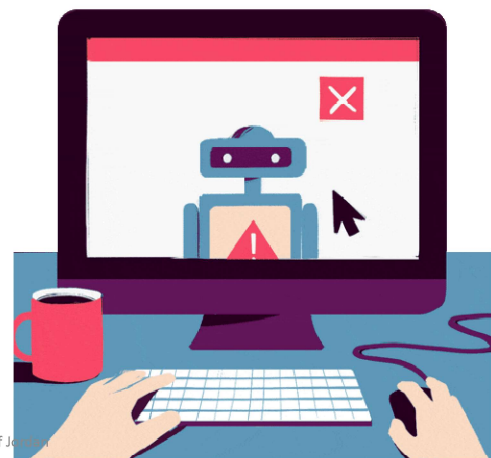
Anonymity is expressing your opinion without revealing your identity.

Advantages 😊

- The freedom to express an opinion without fear of payback is an important right of a democratic society.

Disadvantages ☹️

- Online anonymity can lead to rudeness, because in the wrong hands, it can be used as a tool to commit illegal or unethical activities.



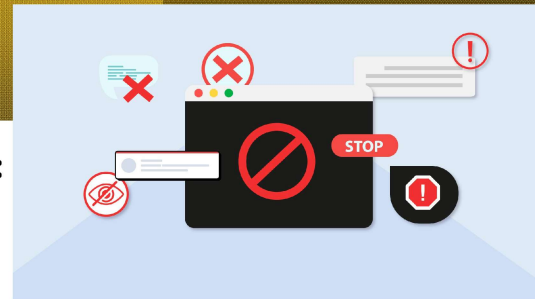
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Freedom of speech

5) *Irresponsible content creation*

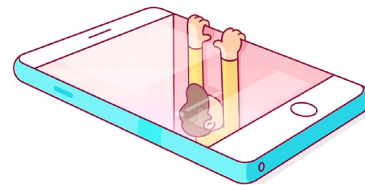
Examples of Irresponsible content creation:

- Promoting Dangerous Challenges
- Sharing Private Information Without Consent
- Irresponsible Product Endorsements
- Fake News and Frauds



Creating Irresponsible and meaningless content is wrong:

- It spreads false information
- It encourages bad behavior
- It makes online conversations less meaningful
- It negatively affects how people think and act.

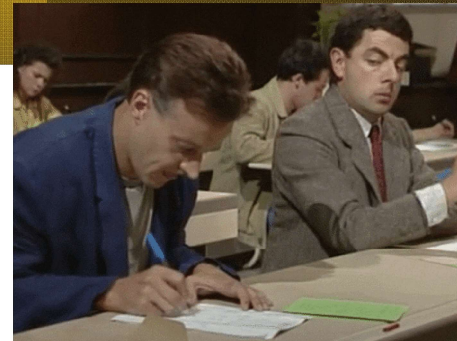


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Ethics of Technical Writing

Plagiarism, Citation and Reference list

- **Plagiarism** is stealing a person's ideas or writings and pretend that you have written them.
 - Taking others' words and ideas is **stealing**,
 - You must cite **copyrighted materials** correctly when you create your content.
- **Citation** a way to gives credit to the original author and helps avoid plagiarism by showing where you got an information.
- **A reference list** a section at the end of your work that shows all the sources you used. It helps readers find the original materials.



Ethics of Technical Writing

Articles and Journals

Articles are a special type of writing done by experts like researchers or scholars, and **share new ideas, discoveries, or research.**

- **Journals:** are periodical publications that share research articles written by experts in academic fields
- Articles are **carefully reviewed** before publishing in **journals or conferences**
- **Google scholar** : is a platform where you can find articles
<https://scholar.google.com/>

Read the following articles and note the Journals:

1. **English article:** Patients satisfaction with the dental treatment provided at the University of Jordan's student clinics [link](#)
2. **Arabic Article:** دور تقنية الطباعة ثلاثية الأبعاد في تصميم وتصنيع الأثاث [link](#)

Now, note that:

- *Authors cited the works of others*
- *Authors added the Reference lists at the end of the articles*

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Ethics of Technical Writing

Citation styles

Examples of citation styles:

- **APA** : (Author last name, year)
- **IEEE** : Numbered list

Now: Cite the paragraph in the box

The following paragraph is from:

- **Book:** *AI and Technology*
- **Author:** John Smith
- **Year:** 2024
- **Publisher:** Culture press

AI is rapidly advancing and reshaping numerous fields, from education to business and healthcare.

APA

- **Citation:**
AI is quickly transforming many sectors like education and healthcare (Smith, 2024, pg. 3)
- **The book in the Reference list:**
Smith, J. (2024). *AI and technology*. Culture Press

IEEE

- **Citation:**
AI is quickly transforming many sectors like education and healthcare [1]
- **The book in the Reference list:**
[1] J. Smith, *AI and Technology*, Culture Press, 2024.

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Ethics of Technical Writing

Quotation styles

Quotation styles:

1. **Direct:**

- **Direct Quotation:** Starts with the author's name, followed by the exact words in quotation marks and the year of publication in parentheses.
- **Direct paraphrasing:** Starts with the author's name, followed by a Summary of the author's ideas without exact wording or quotation marks.

2. **Indirect:**

- **Indirect Quotation:** write the exact words in quotation marks, and the author's name and year cited at the end.
- **Indirect paraphrasing:** Summarize of the author's ideas without exact wording or quotation marks, and the author's name and year cited at the end.

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Ethics of Technical Writing

Quotation styles

Examples of quotation styles:

- **Direct:** Starts with the author's name and year
- **Indirect:** Ends with the author's name and year

Now: Cite the paragraph in the box in APA using Direct and indirect quotations styles

The following paragraph is from:

- **Book:** AI and Technology
- **Author:** John Smith
- **Year:** 2024
- **Publisher:** Culture press

AI is rapidly advancing and reshaping numerous fields, from education to business and healthcare.

Direct

- **Direct quotation:** Smith (2024) states, "AI is rapidly advancing and reshaping numerous fields".
- **Direct paraphrasing:** Smith (2024) suggests that AI can greatly impact various industries

Indirect

- **Indirect quotation:** Some authors believe that "AI is rapidly advancing and reshaping numerous fields" (smith,2024).
- **Indirect paraphrasing:** AI can greatly impact various industries (Smith,2024).

Ethics of Technical Writing

Quotation styles

Examples of quotation styles:

- **Direct:** Starts with the author's name and year
- **Indirect:** Ends with the author's name and year

Now: Cite the paragraph in the box in IEEE using Direct and indirect quotations styles

The following Paragraph is from :

[7] W. Brown, "Electrical Design Considerations," in *Advanced Electronic Packaging: With Emphasis on Multichip Modules*: Wiley-IEEE Press, 2013, pp. 51-74.

Full 3D stacking can potentially offer additional advantages for memory and processor applications.

Direct

Direct quotation: Brown have noted that "Full 3D stacking can potentially offer additional advantages for memory and processor applications" [7].

Direct paraphrasing: Brown have noted the Full 3D stacking is better for memory and processor applications [7].

Indirect

Indirect quotation: Some authors believe that " Full 3D stacking can potentially offer additional advantages for memory and processor applications" as Brown in [7].

Indirect paraphrasing: The Full 3D stacking is better for memory and processor applications Brown noted in [7].

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Ethics of Technical Writing

Practical exercise) Blended Video Lecture(

Open the report in E-learning, and do the following:

1. Cite the three references in the report properly using APA format
2. Add a reference list (APA) format
3. Add a table of contents
4. Add page numbers
5. Insert Footnote next to your name in the first Page, with your Major and academic year

To do this, we need to use the following groups from references Tab in Ms. Word

1. Citation and bibliography
2. Table of content
3. Footnotes

