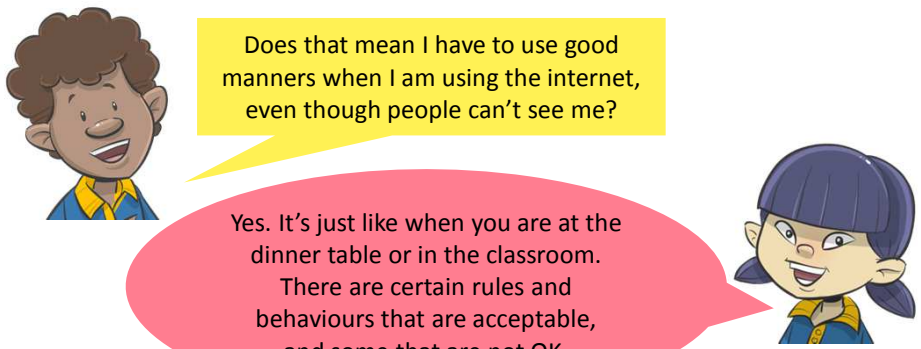# Netiquette

A guide to good manners online

Use the sheets *Communication audit*
and *Good manners* with this slideshow

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What is netiquette?

Netiquette is the use of good manners and appropriate behaviour in online situations.

Does that mean I have to use good manners when I am using the internet, even though people can't see me?

Yes. It's just like when you are at the dinner table or in the classroom. There are certain rules and behaviours that are acceptable, and some that are not OK.

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How do we communicate online?

**Communication
is a combination of:**

- oral – speaking
- written – text
- non-verbal – images, body language, tone
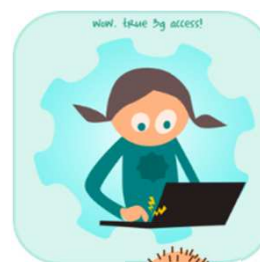- receiving – listening and viewing.

Online communication often lacks non-verbals.
This can lead to **mis**communication.

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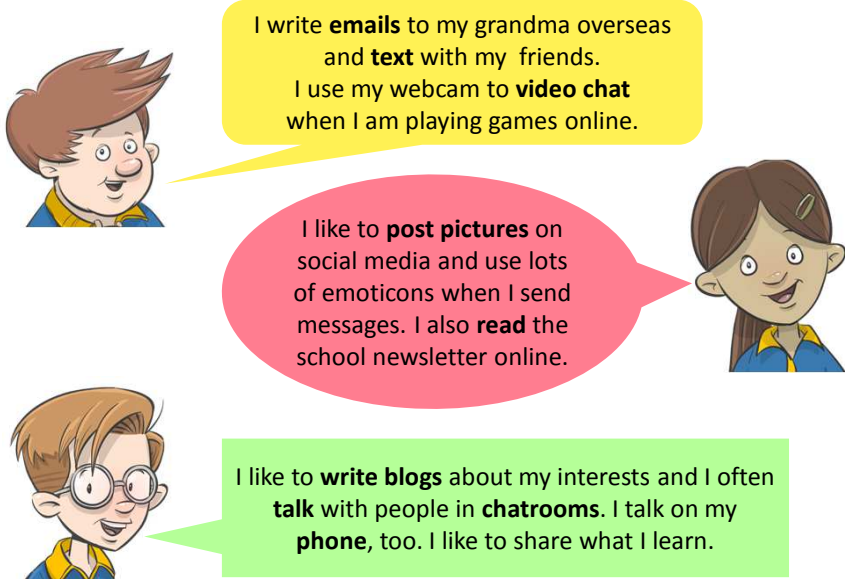Queensland Government

Why do we communicate online?

- To form and maintain social connections
- To share information with other people
- To learn about new things

Whom do we communicate with?

- Anyone in an online community who is interested in what we have to say
- Anyone who can see or read our profile
- Anyone we send information directly to

**The information we share
stays online forever**

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I write **emails** to my grandma overseas and **text** with my friends.
I use my webcam to **video chat** when I am playing games online.

I like to **post pictures** on social media and use lots of emoticons when I send messages. I also **read** the school newsletter online.

I like to **write blogs** about my interests and I often **talk** with people in **chatrooms**. I talk on my **phone**, too. I like to share what I learn.

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Text talk: FYI

- Text talk is a way to send short messages.

- Text talk uses combinations of upper- and lowercase letters, numerals and punctuation symbols to create shortened words and acronyms.
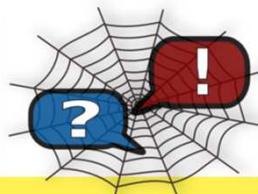
Activity

- Make a list of text talk examples (e.g. 'LOL')
- Share your list of text talk with the person next to you
- Does your partner understand your text talk?

sms

Text talk messages can be quick and fun, but they can easily be misunderstood

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Activity
Communication audit

- Think about the different people you communicate with using electronic devices, apps and websites.

- Examine the different types of communication you use online.

- Decide which communication type is the most effective to use online.

Note: Use the sheet *Communication audit* to complete this activity.
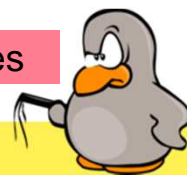
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Be a good communicator

- Use positive language and images
- Use emoticons to help express feelings
- Think about the feelings of the receiving person
- Avoid sarcasm and jokes
- Avoid using only UPPERCASE letters
- Make sure others understand your text talk
- Remember: everyone communicates differently

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Activity

Chat rules

- **Brainstorm** a list of rules that demonstrate good manners online.

- **Compare** your list of online rules to your classroom rules.

- **Discuss** the similarities and differences between the two sets of rules.

Note: Use the sheet *Good manners* to complete this activity.

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Tips for good manners online

- **The golden rule:** Treat other people the way you would like to be treated.

- **Think before you post:** You never know who might see it!

- Display respect in your actions and words:

Would your grandmother approve of what you do and say online?

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