



MICROCREDENTIALS FOR COMMUNICATION AND COLLABORATION

Competence 2.5: NETIQUETTE

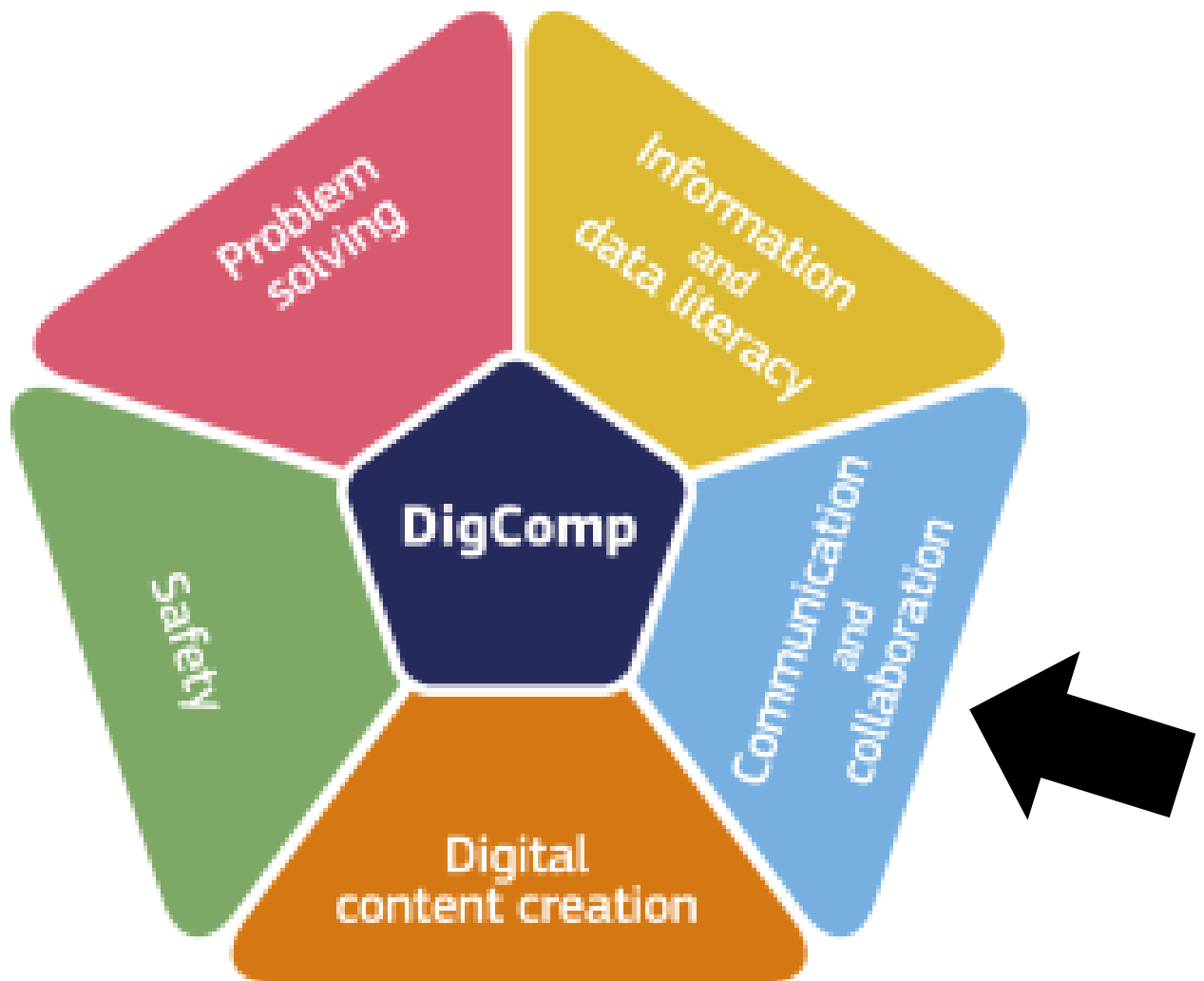
DSW
DIGITAL SKILLS WALLET



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MICROCREDENTIALS FOR
COMPETENCE AREA

2: COMUNICATION AND COLLABORATION
Competence Dimension
2.5: Netiquette



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Prerequisites

Differentiating simple behavioral norms and know-how while using digital technologies and interacting in digital environments:

1. **Basic understanding of digital technologies:** Individuals should have a fundamental knowledge of various digital technologies, such as computers, smartphones, and the internet. This includes familiarity with terms like operating systems, web browsing, and online applications.
2. **Digital literacy:** It is essential to possess basic digital literacy skills, including proficiency in using input devices (keyboard, mouse) and understanding the basic functions of software applications and digital tools.

3. **Familiarity with digital communication platforms:** Prior experience with common digital communication platforms like email, instant messaging, and social media can help individuals grasp the nuances of digital interactions and understand the context-specific norms and etiquettes associated with each platform.

Choosing simple communication modes and strategies adapted to an audience:

1. **Communication fundamentals:** A strong foundation in effective communication skills, both verbal and written, is crucial. This includes understanding factors like tone, clarity, organization, and empathy in communicating with others.
2. **Understanding audience analysis:** Proficiency in conducting basic audience analysis helps individuals tailor their communication modes and strategies to suit different audiences. This involves considering factors such as age, cultural background, language proficiency, and familiarity with digital technologies.
3. **Active listening skills:** Being able to listen actively and attentively to others allows individuals to understand their audience's needs, preferences, and communication styles, enabling them to choose appropriate modes and strategies accordingly.

Differentiating simple cultural and generational diversity aspects to consider in digital environments:

1. **Cultural sensitivity:** A basic understanding of cultural differences and the ability to appreciate and respect diverse perspectives is essential. This includes knowledge of different cultural norms, values, customs, and communication styles.
2. **Awareness of generational differences:** Recognizing and understanding the unique characteristics, preferences, and communication styles of different generations can aid in adapting communication approaches in a digital environment. For example, understanding the technological preferences and habits of younger generations can inform the choice of communication modes and strategies.

It is important to note that these prerequisites serve as a starting point and can vary depending on the complexity and depth of the competences being developed. Individuals may need to engage in continuous learning and self-improvement to further enhance these prerequisites and gain a deeper understanding of these competences.

FOUNDATION LEVEL

(Level 1 and Level 2)

NAVIGATING BEHAVIORAL NORMS IN THE DIGITAL AGE (MC 2.5.A.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	NAVIGATING BEHAVIORAL NORMS IN THE DIGITAL AGE Code: MC 2.5.A.1
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 3 – Maximum 5 hrs
Level of the learning experience leading to the micro-credential	FOUNDATION
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 1-2 LOs 2.5.1):

Understanding and Applying Digital Behavioral Norms

- Recognizes simple behavioral norms and know-how while using digital technologies and interacting in digital environments.

Description

Participating in this micro credential empowers participants with a comprehensive understanding of essential behavioral norms and know-how for effective use of digital technologies and interactions within digital environments. The certificate equips participants with the knowledge and skills needed to navigate the complexities of the digital landscape confidently.

A key takeaway is the ability to recognize and comprehend expected behavioral norms when using digital technologies. Participants become acquainted with online etiquettes, fostering effective, respectful, and appropriate communication through platforms like emails, instant messaging, social media, and video conferencing. This proficiency enables positive relationships, professionally and personally, enhancing their digital presence and leaving favorable impressions.

Additionally, participants gain insight into potential risks associated with digital technologies, covering privacy protection, online security, and responsible digital citizenship. This knowledge ensures personal safety and protection against cyber threats while promoting a secure digital environment that respects the privacy of individuals.

The micro credential also imparts practical know-how on efficiently using digital technologies, covering file management, information organization, and effective search strategies. Proficiency in navigating software applications, operating systems, and digital tools enhances their ability to maximize productivity.

Furthermore, the certification focuses on enhancing communication skills in digital environments. Participants learn effective written communication, including language, tone, and formatting, alongside developing active listening skills for thoughtful online discussions and collaborative projects.

Through hands-on learning, interactive exercises, and real-life scenarios, participants apply acquired knowledge in practical situations. Group discussions, role plays, and simulations allow them to practice and refine digital etiquette skills in a supportive environment.

Ultimately, obtaining this micro credential instills digital confidence, enabling participants to navigate the evolving world of digital technologies. Proficient in recognizing behavioral norms and possessing essential know-how, participants confidently adapt to emerging digital trends, utilizing digital tools and interactions to harness the benefits of the digital age. In conclusion, this micro credential equips participants with holistic skills for thriving and succeeding in today's digital world.

Questions

Understanding Digital Behavioural Norms

1. How would you define digital behavioral norms in the context of using digital technologies and interacting online?

Applying Digital Etiquette:

2. How do you ensure that you apply proper digital etiquette when communicating with others through digital channels?

Respecting Privacy in Digital Environments:

3. In what ways do you respect privacy norms when using digital technologies, especially in online communication?

Promoting Positive Online Interaction:

4. How do you contribute to promoting positive and constructive interactions when engaging with others in digital spaces?

Understanding Digital Communication Nuances:

5. How do you navigate and understand the nuances of digital communication to ensure effective and clear messaging?

Adapting to Digital Platforms:

6. How do you adapt your behaviour when using different digital platforms or environments?

Being Mindful of Cultural Sensitivities:

7. In what ways do you ensure cultural sensitivities are considered in your digital interactions, especially in a global context?

CULTURAL AND GENERATIONAL DIVERSITY IN DIGITAL ENVIRONMENTS (MC 2.5.A.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	CULTURAL AND GENERATIONAL DIVERSITY IN DIGITAL ENVIRONMENTS Code: MC 2.5.A.2
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
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Notional workload needed to achieve the learning outcomes	Minimum 3 – Maximum 5 hrs
Level of the learning experience leading to the micro-credential	FOUNDATION
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 1-2 LOs 2.5.2 and 2.5.3):

Understanding Cultural and Generational Diversity in Digital Environments

- Recognizes simple cultural and generational diversity aspects to consider in digital environments.

Effective Communication Strategies for Diverse Audiences

- Is able to choose simple communications modes and strategies adapted to an audience.

Description

Participating in this micro credential provides participants with valuable knowledge and practical skills in recognizing cultural and generational diversity aspects in digital environments, alongside choosing appropriate communication modes and strategies for different audiences. The certification is designed to motivate and equip individuals to understand and navigate cultural and generational diversity in digital settings, fostering effective communication with diverse audiences.

A key benefit is the development of the ability to recognize simple cultural and generational diversity aspects in digital environments. Participants gain an understanding of the importance of diversity in digital contexts and practical knowledge on recognizing and respecting these aspects when engaging with diverse audiences. Throughout the certification, hands-on activities and practical demonstrations focus on recognizing and navigating cultural and generational diversity in digital environments. Participants become proficient in understanding basic cultural and generational differences impacting digital interactions and strategies for acknowledging and respecting these differences. Actively engaging with case studies and scenarios fosters the confidence and competence to navigate diversity in digital environments.

The micro credential emphasizes the practical application of choosing simple communication modes and strategies adapted to diverse audiences. Participants learn to select appropriate communication modes and strategies aligned with the cultural and generational backgrounds of their audiences, gaining practical knowledge on tailoring communication approaches for inclusive and respectful digital interactions.

Upon completion, participants leave with a comprehensive understanding of recognizing cultural and generational diversity in digital environments and choosing appropriate communication modes and strategies for diverse audiences. They are motivated and proficient in navigating diversity and adapting communication approaches for effective engagement. By embracing the understanding of cultural and generational differences and employing appropriate communication strategies, participants are better prepared to foster inclusive and respectful digital interactions. This practical knowledge and skill set benefits participants and contributes to the broader goal of promoting cultural awareness and effective communication in digital environments.

Questions

Understanding Cultural and Generational Diversity

1. How would you define the significance of considering cultural and generational diversity in digital environments?

Adapting Communication for Different Audiences

2. How do you assess the cultural and generational backgrounds of your audience when choosing communication modes and strategies?

Cultural Sensitivity in Digital Communication

3. In what ways do you ensure cultural sensitivity in your digital communications, particularly when engaging with diverse audiences?

Generational Considerations in Digital Platforms

4. How do you navigate and adapt your digital communication style based on the preferences and habits of different generations?

Choosing Appropriate Communication Modes

5. How do you determine the most appropriate communication modes for a specific audience in digital environments?

Navigating Language Differences

6. How do you address language differences when communicating with individuals from diverse cultural backgrounds in digital spaces?

Considering Cultural Nuances in Online Communities

7. In what ways do you consider cultural nuances when participating in or leading online communities?

Cultural Awareness in Digital Collaborations

8. How do you integrate cultural awareness into collaborative efforts in digital environments, especially when working with a culturally diverse team?

Flexibility in Communication Styles

9. How do you remain flexible in adapting your communication style to align with the preferences of different cultural or generational groups?

ADAPTING COMMUNICATION MODES FOR MULTIPLE DEVICES (MC 2.5.A.3)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	ADAPTING COMMUNICATION MODES FOR MULTIPLE DEVICES Code: MC 2.5.A.3
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 3 – Maximum 5 hrs
Level of the learning experience leading to the micro-credential	FOUNDATION
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 1-2 LOs 2.5.4):

Implementing Effective Communication Strategies Across Devices

- Knows how to apply simple communications modes and strategies on multiple devices.

Description

Participating in this micro credential empowers participants with valuable knowledge and practical skills in applying simple communication modes and strategies across various devices. The certification aims to motivate and equip individuals to understand and effectively utilize diverse communication methods on different devices.

A key benefit is the development of the ability to apply simple communication modes and strategies across multiple devices. Participants gain an appreciation for adapting communication methods to different devices and practical knowledge on how to do so effectively.

Throughout the certification, hands-on activities and practical demonstrations illustrate applying communication modes and strategies across various devices. Participants become proficient in understanding the features and functionalities of different devices, learning how to tailor communication strategies for each. Actively engaging with case studies and practical exercises fosters the confidence and competence needed to apply communication modes and strategies across multiple devices.

The certification emphasizes the practical application of using simple communication modes and strategies across different devices. Participants learn to communicate effectively using various devices, such as smartphones, tablets, laptops, and other digital tools. They gain practical knowledge on adapting their communication approaches to suit specific device capabilities and limitations, ensuring clear and accessible messages across platforms.

Upon completion, participants leave with a comprehensive understanding of applying simple communication modes and strategies across multiple devices. They are motivated and proficient in effectively utilizing various communication methods on different devices, ensuring clarity and accessibility across platforms. Embracing device-specific communication and employing appropriate strategies, participants are better prepared to navigate the digital landscape and engage effectively with diverse audiences across multiple devices. This practical knowledge and skill set not only benefits participants but also contributes to the broader goal of promoting effective and accessible communication in the digital age.

Questions

Understanding Multidevice Communication

1. How do you define the importance of being able to apply communication modes on multiple devices?

Adapting Communication Strategies for Different Devices

2. How do you adapt your communication strategies when using different devices for online interactions?

Ensuring Consistent Messaging Across Devices

3. In what ways do you ensure consistency in your messaging when communicating across various devices?

Navigating Platform-Specific Communication

4. How do you navigate platform-specific communication features when using different devices?

Choosing Appropriate Devices for Communication

5. How do you determine the most appropriate devices for specific communication needs or situations?

Managing Multidevice Conversations

6. How do you manage conversations seamlessly when switching between different devices?

Utilizing Device-Specific Capabilities

7. How do you leverage the unique capabilities of each device for more effective communication?
8. In what ways do you ensure that your communication remains accessible when interacting on various devices?

RECOGNIZING DIGITAL MISBEHAVIOR'S LONG-TERM IMPACT (MC 2.5.A.4)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	RECOGNIZING DIGITAL MISBEHAVIOR'S LONG-TERM IMPACT Code: MC 2.5.A.4
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 3 – Maximum 5 hrs
Level of the learning experience leading to the micro-credential	FOUNDATION
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 1-2 LOs 2.5.5 and 2.5.6):

Recognizing the Long-Term Impact of Inappropriate Behaviors in Digital Environments

- Understands that inappropriate behaviours in digital environments can damage social and personal aspects of lives over a long term.

Understanding the Unwritten Rules: Recognizing Expected Behaviors in Digital Technologies

- Is able to recognize the existence of some expected rules about one's behaviour when using digital technologies.

Description

Participating in this micro credential provides participants with valuable knowledge and practical skills in understanding the potential impact of inappropriate behaviors in digital environments on social and personal aspects of life. The certificate is designed to motivate and equip individuals to comprehend the long-term consequences of their actions in digital spaces, fostering awareness and recognition of the expected rules governing behavior in the digital realm.

A key benefit is the development of the ability to understand the potential long-term impact of inappropriate behaviors on social and personal well-being. Participants gain practical knowledge of how such behaviors can have lasting effects, potentially damaging relationships, reputations, and overall well-being.

Throughout the certification, participants engage in discussions and activities illustrating the potential repercussions of inappropriate behaviors in digital environments. They become proficient in understanding the interconnectedness of digital actions with their social and personal lives, learning to navigate digital spaces responsibly to safeguard their well-being. By actively engaging with case studies and real-life scenarios, participants develop the awareness and competence to recognize the long-term impact of their digital behaviors.

The certificate emphasizes the practical application of recognizing the existence of expected rules about behavior when using digital technologies. Participants learn to identify and adhere to expected rules and norms governing behavior in digital spaces, gaining practical knowledge of social and ethical expectations surrounding digital interactions.

Upon completion, participants leave with a comprehensive understanding of the potential long-term impact of inappropriate behaviors in digital environments and recognition of expected rules governing behavior in digital technologies. They are motivated and proficient in navigating digital spaces responsibly, understanding the implications of their actions on social and personal aspects of life. By embracing this understanding and adhering to expected rules, participants are better prepared to engage in digital interactions respectfully and responsibly, contributing to the creation of positive and supportive digital environments. This practical knowledge and skill set not only benefits participants but also contributes to the broader goal of promoting digital citizenship and ethical behavior in the digital age.

Questions

Understanding the Impact of Inappropriate Behaviours in Digital Environments

1. How would you describe the long-term effects of inappropriate behaviours in digital environments on individuals' social and personal aspects of life?

Recognizing Expected Rules in Digital Environments:

2. What do you believe are the expected rules or norms regarding behaviour when using digital technologies?

Educating Others on the Impact of Inappropriate Behaviours

3. How do you contribute to educating others on the potential long-term consequences of inappropriate behaviours in digital environments?

Promoting Positive Digital Behaviour

4. In your view, what are some key aspects of positive behaviour in digital environments?

Handling Digital Conflict and Misconduct

5. How do you approach and resolve digital conflicts or instances of misconduct in online interactions?

Navigating Online Etiquette

6. How do you navigate and apply online etiquette in various digital contexts?

Understanding the Social Impact of Digital Behaviour

7. In your opinion, how does digital behaviour influence social dynamics in both personal and professional spheres?

Encouraging Responsible Digital Citizenship

8. How do you contribute to fostering responsible digital citizenship within your digital networks?

STOPPING UNWANTED MESSAGES WITH EASE (MC 2.5.A.5)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	STOPPING UNWANTED MESSAGES WITH EASE Code: MC 2.5.A.5
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 3 – Maximum 5 hrs
Level of the learning experience leading to the micro-credential	FOUNDATION
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 1-2 LOs 2.5.7 and 2.5.8):

Exploring Strategies to Stop Unwanted Messages and Emails

- Knows that stop receiving unwanted disturbing messages or emails is doable.

Simple Steps to Stop Unwanted Messages and Emails

- Can make use of simple measures to stop receiving unwanted disturbing messages or emails.

Description

Participating in this micro credential empowers participants with knowledge and practical skills in managing and stopping unwanted disturbing messages or emails. The certificate is designed to motivate and equip individuals to recognize that stopping the receipt of such messages is achievable through simple measures, fostering effective management and prevention.

A key benefit is the development of the ability to recognize that stopping unwanted messages is within reach. Participants understand they have the power to control their digital communication, actively addressing and stopping disturbances. They gain practical knowledge of available options and steps to regain control over their digital communication environment.

Throughout the certification, participants engage in discussions and activities illustrating methods and strategies to stop receiving unwanted messages. They become proficient in understanding measures and tools to manage and prevent disturbances effectively. Through case studies and exercises, participants develop confidence and competence in taking proactive steps to address and stop unwanted disturbances.

The certificate emphasizes the practical application of using simple measures to stop unwanted messages. Participants learn to utilize available tools to manage and prevent disturbances, gaining practical knowledge of implementing measures like filtering, blocking, or reporting unwanted messages. This equips them to create a more secure and peaceful digital communication experience, contributing to overall well-being and digital safety.

Upon completion, participants leave with a comprehensive understanding of stopping unwanted messages and the ability to use simple measures for effective management and prevention. They are motivated and proficient in taking control of their digital communication environment, contributing to a more secure and peaceful experience. This practical knowledge and skill set not only benefits participants but also promotes digital literacy and empowers individuals to take control of their digital communication environment.

Questions

Understanding the Feasibility of Blocking Unwanted Messages

1. How would you explain the feasibility of stopping unwanted disturbing messages or emails in digital communication?

Exploring Awareness of Unwanted Communication Prevention:

2. What measures do you believe contribute to the awareness of preventing unwanted disturbing messages or emails?

Practical Application of Simple Measures

3. How do you define "simple measures" in the context of stopping unwanted messages or emails?

Educating Others on Blocking Unwanted Communications

3. How do you contribute to educating others on the feasibility of stopping unwanted digital communications?

Overcoming Challenges in Digital Communication Filtering

4. What challenges do individuals commonly face when attempting to stop unwanted messages or emails, and how can these challenges be overcome?

Promoting Digital Well-Being

5. In your opinion, how does the ability to stop unwanted messages contribute to overall digital well-being?

Adapting Measures for Varied Platforms

6. How do you adapt your approach to stopping unwanted messages based on different digital platforms?

Collaborative Strategies for Communication Safety

7. How can individuals collaborate to create a safer digital communication environment and collectively prevent unwanted messages?

INTERMEDIATE LEVEL

(Level 3 and Level 4)



NAVIGATING NON-VERBAL COMMUNICATION IN DIGITAL ENVIRONMENTS (CODE 2.5.B.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	NAVIGATING NON-VERBAL COMMUNICATION IN DIGITAL ENVIRONMENTS Code: 2.5.B.1
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 5 – Maximum 7 hrs
Level of the learning experience leading to the micro-credential	INTERMEDIATE
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 3-4 LOs 2.5.9)

Understanding Cultural Differences in Non-Verbal Messages Online

- Can apply non-verbal messages (e.g. smiley faces, emojis) used in digital environments, while knowing that their use can culturally differ between countries and communities.

Description

Engaging in this micro credential empowers participants with valuable knowledge and practical skills concerning the application of non-verbal messages, including smiley faces and emojis, in digital environments. The curriculum is meticulously designed to motivate and equip participants with proficiency in using non-verbal messages in digital communication, acknowledging their potential cultural variations.

A key benefit is the development of the ability to apply non-verbal messages effectively. Participants grasp the significance of utilizing non-verbal cues to enhance digital communication, gaining practical knowledge on incorporating smiley faces and emojis to convey emotions, tone, and intent in their digital interactions.

Throughout the certification, participants actively engage in discussions and activities illustrating diverse uses and interpretations of non-verbal messages in digital communication. They develop proficiency in understanding the impact of non-verbal cues on digital interactions, recognizing their role in conveying emotions and cultural nuances. Through case studies and practical exercises, participants cultivate awareness and competence in applying non-verbal messages effectively.

The certificate emphasizes the practical application of using non-verbal messages while being culturally aware. Participants learn to apply non-verbal cues in digital communication, considering potential cultural variations in interpretation. They gain practical knowledge of navigating cultural diversity in non-verbal messages, ensuring their use is respectful and inclusive across different countries and communities.

Upon completion, participants leave with a comprehensive understanding of non-verbal message application in digital environments and recognition of cultural differences in their use. They are motivated and proficient in incorporating non-verbal cues into digital communication, understanding their impact and the need for cultural consideration. Embracing diverse interpretations and applying non-verbal messages in a culturally sensitive manner, participants are better prepared for respectful, inclusive, and considerate digital interactions. This practical knowledge and skill set contribute to the broader goal of promoting effective and culturally sensitive digital communication in a global context.

Questions

Understanding the Cultural Variability of Non-Verbal Messages

1. How would you define the term "non-verbal messages" in the context of digital communication?

Cultural Sensitivity in Digital Expression

2. In what ways do you ensure cultural sensitivity when applying non-verbal messages in digital environments?

Navigating Cross-Cultural Digital Conversations

3. How do you adapt your use of non-verbal messages when engaging in digital conversations with individuals from different countries or communities?

Educating Others on Cross-Cultural Non-Verbal Communication

4. How do you contribute to educating others about the cultural differences in the use of non-verbal messages in digital environments?

Exploring the Impact of Non-Verbal Cues on Digital Relationships:

5. In your opinion, how do non-verbal messages contribute to the development and maintenance of digital relationships?
6. How do you adapt your use of non-verbal messages based on the digital platform or medium you are using?

Utilizing Non-Verbal Cues for Emotional Expression:

7. How do you express emotions through non-verbal cues in digital communication?

CROSS-CULTURAL PUNCTUATION IN DIGITAL COMMUNICATION (CODE 2.5.B.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	CROSS-CULTURAL PUNCTUATION IN DIGITAL COMMUNICATION Code: 2.5.B.2
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
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Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 5 – Maximum 7 hrs
Level of the learning experience leading to the micro-credential	INTERMEDIATE
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Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 3-4 LOs 2.5.10 and 2.5.11)

Navigating Punctuation in Global Digital Communication

- Is aware of the different meaning of punctuation (e.g. exclamation mark, semicolon etc.) between countries and communities, while using digital environments.

A Guide to Well-Defined Behavioral Norms in Online Spaces

- Is able to clarify well-defined and routine behavioral norms and know-how while using digital technologies and interacting in digital environments.

Description

Participating in this micro credential provides participants with valuable insights and practical skills regarding punctuation usage and behavioral norms in digital environments. The certificate aims to equip participants with awareness and proficiency in understanding diverse interpretations of punctuation marks and the importance of clarifying well-defined behavioral norms in digital interactions.

A key benefit is the development of the ability to navigate different meanings of punctuation marks across countries and communities. Participants gain an understanding of punctuation's significance and its potential variations in digital communication, acquiring practical knowledge on effective punctuation use while being mindful of diverse interpretations in different cultural contexts.

Throughout the program, participants engage in discussions and activities illustrating various meanings and interpretations of punctuation marks in digital communication. Proficiency is gained in understanding punctuation's impact on conveying tone, emphasis, and intent while being aware of cultural differences in interpretation. Through case studies and practical exercises, participants develop the competence to use punctuation effectively in digital communication, considering its diverse meanings.

Emphasizing practical application, the micro credential guides participants in clarifying well-defined behavioral norms in digital environments. They learn to navigate and articulate routine behavioral norms while using digital technologies, establishing and communicating clear expectations for a positive and respectful digital environment.

Upon completion, participants leave with a comprehensive understanding of diverse punctuation meanings and the ability to clarify well-defined behavioral norms in digital environments. Equipped with awareness and proficiency, they use punctuation effectively, understanding its potential cultural variations. Additionally, they gain practical knowledge to establish and communicate well-defined behavioral norms, contributing to effective and culturally sensitive digital communication in a global context.

Questions

Understanding Cultural Variations in Punctuation

1. How do you approach the use of punctuation, such as exclamation marks and semicolons, in your digital communication, considering potential cultural differences?

Navigating Digital Etiquette

2. In what ways do you ensure adherence to well-defined and routine behavioral norms in your digital interactions?

Cultural Sensitivity in Digital Communication

3. How do you adapt your use of punctuation to be culturally sensitive when interacting in digital environments?

Educating Others on Digital Norms

4. How do you contribute to educating others about the well-defined and routine behavioral norms in digital environments?

Exploring the Impact of Punctuation in Digital Discourse

5. In your opinion, how does the choice of punctuation contribute to the tone and effectiveness of digital communication?
6. How do you adapt your use of punctuation based on the digital platform or medium you are using?
7. How do you express emotions through the choice of punctuation in digital communication?

Promoting Clarity and Consistency in Punctuation

8. In what ways can individuals promote clarity and consistency in punctuation usage for effective digital communication?

SKILLED AT TAILORED COMMUNICATION STRATEGIES (CODE 2.5.B.3)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	SKILLED AT TAILORED COMMUNICATION STRATEGIES Code: 2.5.B.3
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 5 – Maximum 7 hrs
Level of the learning experience leading to the micro-credential	INTERMEDIATE
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 3-4 LOs 2.5.12)

Adapting Communication Strategies for Different Audiences

- Can express well-defined and routine communication strategies adapted to an audience.

Description

Engaging in this micro credential provides participants with valuable knowledge and practical skills in expressing well-defined and routine communication strategies tailored to specific audiences. The certification focuses on equipping participants with proficiency and awareness to effectively adapt their communication strategies, ensuring clear and impactful interactions.

A key benefit is the development of the ability to express communication strategies well-defined and adapted to diverse audiences. Participants understand the significance of tailoring communication to different audience needs and preferences, gaining practical knowledge on adjusting style, tone, and content for effective engagement.

Throughout the program, participants engage in discussions and activities illustrating the importance of audience adaptation in communication strategies. Proficiency is gained in understanding the impact of tailored communication on fostering effective and meaningful interactions. Active involvement with case studies and exercises enhances awareness and competence to express communication strategies adapted to diverse audience requirements.

Emphasizing practical application, this small credential guides participants in identifying and understanding the needs, preferences, and characteristics of different audience groups. Practical knowledge is gained in tailoring communication strategies to convey messages effectively, considering the unique attributes and expectations of the audience.

Upon completion, participants leave with a comprehensive understanding of expressing communication strategies well-defined and adapted to diverse audiences. Equipped with proficiency and awareness, they contribute to promoting effective and impactful communication, fostering meaningful connections and understanding across diverse audiences.

Questions

Understanding Cultural Variations in Punctuation

1. How do you approach the use of punctuation, such as exclamation marks and semicolons, in your digital communication, considering potential cultural differences?

Navigating Digital Etiquette

2. In what ways do you ensure adherence to well-defined and routine behavioral norms in your digital interactions?

Cultural Sensitivity in Digital Communication

3. How do you adapt your use of punctuation to be culturally sensitive when interacting in digital environments?

Educating Others on Digital Norms

4. How do you contribute to educating others about the well-defined and routine behavioral norms in digital environments?

Exploring the Impact of Punctuation in Digital Discourse:

5. In your opinion, how does the choice of punctuation contribute to the tone and effectiveness of digital communication?
6. How do you adapt your use of punctuation based on the digital platform or medium you are using?
7. What challenges have you encountered in the potential misinterpretation of punctuation in digital communication, and how did you address or overcome those challenges?

UNDERSTANDING CULTURAL AND GENERATIONAL ASPECTS IN DIGITAL SPACES (CODE 2.5.B.4)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	UNDERSTANDING CULTURAL AND GENERATIONAL ASPECTS IN DIGITAL SPACES Code: 2.5.B.4
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 5 – Maximum 7 hrs
Level of the learning experience leading to the micro-credential	INTERMEDIATE
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 3-4 LOs 2.5.13)

Navigating Cultural and Generational Diversity in Digital Environments

- Is able to describe well-defined and routine cultural and generational diversity aspects to consider in digital environments.

Description

Participating in this micro credential empowers participants with valuable knowledge and practical skills in understanding and describing cultural and generational diversity in digital environments. The certification focuses on equipping participants with the proficiency and awareness to recognize and articulate the significance of such diversity, fostering inclusive and respectful interactions online.

A key benefit is the development of the ability to articulate well-defined cultural and generational diversity aspects in digital environments. Participants grasp the importance of acknowledging and addressing these differences, gaining practical knowledge to recognize and describe diverse perspectives shaping digital interactions.

Throughout the program, participants engage in discussions and activities illustrating the significance of diversity in digital environments. Active involvement with case studies and exercises enhances proficiency in understanding the impact of cultural and generational differences on digital communication and collaboration.

Emphasizing practical application, this mini qualification guides participants in identifying cultural nuances, traditions, and generational perspectives influencing digital interactions. They acquire practical knowledge to articulate and address these aspects, promoting inclusivity and respect in digital environments.

Upon completion, participants leave with a comprehensive understanding of recognizing and describing cultural and generational diversity in digital spaces. Equipped with proficiency and awareness, they contribute to promoting inclusive and respectful digital communication, fostering an environment that values diverse cultural and generational perspectives.

Questions

Exploring Cultural and Generational Diversity in Digital Environments

1. How do you define and describe cultural diversity in the context of digital environments?

Understanding Generational Differences

2. How do you approach understanding generational differences in digital environments?

Adapting Communication Styles

3. In what ways do you adapt your communication style to accommodate cultural and generational diversity in digital interactions?

Navigating Cultural Sensitivity

4. How do you navigate cultural sensitivity when communicating in diverse digital settings?

Routine Considerations for Cultural Inclusivity

5. What routine practices do you follow to ensure cultural inclusivity in your digital communications?

Generational Preferences in Digital Platforms

6. How do different generations engage with and prefer specific digital platforms?

Effective Cross-Cultural Collaboration

7. In your experience, what are effective strategies for promoting cross-cultural collaboration in online work environments?

Generational Influences on Online Behavior

8. How do generational differences influence online behavior, particularly in terms of communication styles and preferences?

Cultural Awareness in Digital Decision-Making

9. How does cultural awareness play a role in your decision-making processes within digital environments?

CULTURAL AND GENERATIONAL DIVERSITY DISCOURSE IN DIGITAL SPACES (CODE 2.5.B.5)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	CULTURAL AND GENERATIONAL DIVERSITY DISCOURSE IN DIGITAL SPACES Code: 2.5.B.5
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 5 – Maximum 7 hrs
Level of the learning experience leading to the micro-credential	INTERMEDIATE
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 3-4 LOs 2.5.14)

Navigating Cultural and Generational Diversity in Digital Environments

- Can discuss cultural and generational diversity aspects to consider in digital environments.

Description

Participating in this micro credential enriches participants with a profound understanding of cultural and generational diversity in digital environments. They acquire skills and knowledge to engage in meaningful discussions about how these differences impact digital interactions, facilitating more effective and respectful navigation of digital spaces. Participants explore the influence of cultural and generational diversity on communication styles, values, and norms in online interactions, better preparing them to navigate potential conflicts arising from these differences.

Moreover, the certification equips participants to foster inclusivity in digital spaces, providing strategies for creating welcoming environments respectful of diverse perspectives. This empowers them to contribute to the development of inclusive and harmonious digital communities where individuals from all backgrounds feel valued.

Participants also develop the critical ability to analyze how digital technologies can bridge or exacerbate cultural and generational divides. They gain insights into the challenges and opportunities posed by cultural diversity in a globalized digital world, preparing them to address and mitigate negative impacts while leveraging positive aspects for collaboration and understanding.

In conclusion, this micro credential ensures participants comprehensively grasp the integral role of cultural and generational diversity in digital environments. They emerge equipped to engage in meaningful discussions, foster inclusivity, and critically analyze the impact of these differences, contributing to the creation of more inclusive and harmonious digital communities.

Questions

Cultural Diversity

1. How does cultural diversity impact communication styles in digital environments?
2. What strategies can be employed to ensure effective communication across diverse cultures in a digital workspace?
3. How do cultural differences influence decision-making processes in virtual teams?
4. What challenges might arise in culturally diverse virtual teams, and how can they be addressed?
5. Are there specific tools or approaches that can enhance collaboration in multicultural digital workspaces?
6. How can digital platforms be designed to promote cultural sensitivity and inclusivity?

Generational Diversity

7. How do different generations prefer to communicate in digital workplaces?
8. Are there generational preferences when it comes to using specific communication tools or platforms?
9. How does generational diversity impact perceptions of work-life balance in remote work settings?
10. What strategies can organizations adopt to accommodate diverse generational expectations regarding work hours and flexibility?

ADVANCED LEVEL

(Level 5 and Level 6)



ADAPTING BEHAVIOR IN DIGITAL ENVIRONMENTS (MC 2.5.C.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	ADAPTING BEHAVIOR IN DIGITAL ENVIRONMENTS Code: MC 2.5.C.1
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 7 – Maximum 9 hrs
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 5-6 LOs 2.5.15 and 2.5.16)

Understanding Behavioral Adaptation in Digital Environments

- Is aware of adapting one's behavior in digital environments depends on one's relationship with other participants and the purpose in which the communication takes place.

Digital Communication Strategies

- Is able to apply different communication strategies in digital environments adapted to an audience.

Description

Engaging in this micro credential empowers participants with insights and skills to adeptly tailor their behavior in digital environments based on relationships and communication purposes. Key to this certification is an awareness of behavior adaptation's pivotal role online, recognizing that it's influenced not only by personal preferences but also by interactions with others within online communities. Participants grasp the importance of assessing dynamics and adjusting behavior accordingly.

Moreover, the certification emphasizes understanding the purpose behind online communication, equipping participants to assess and adapt their strategies based on varied communication goals. Participants gain a toolkit of communication strategies designed for digital environments, learning techniques like language and tone use, effective message structuring, and appropriate visual aids. They appreciate the impact of context on communication strategies.

An integral aspect of this achievement is adapting communication strategies to suit specific audiences, acknowledging the diverse characteristics and preferences within the digital landscape. Through interactive exercises and practical applications, participants refine their skills, receiving constructive feedback for improvement.

By certificate completion, participants emerge with heightened awareness of behavior adaptation's role, equipped with skills to apply varied communication strategies for specific audiences and goals. This bite-sized certification empowers effective communication in digital environments, fostering stronger relationships, successful communication goals, and proficiency in the evolving digital realm.

Questions

Adapting Behaviour in Digital Environments

1. How does one's relationship with other participants influence the need for behaviour adaptation in digital communication?
2. In what ways should behavior be adapted considering cultural nuances in digital interactions?
3. How can individuals stay aware of cultural differences and adjust their behavior accordingly in online collaborations?
4. How can individuals adapt their behavior in digital environments to effectively navigate and resolve conflicts?

Applying Communication Strategies in Digital Environments

5. How does one analyze the audience in digital communication, and why is it important?
6. How does the purpose of communication influence the choice of communication strategies in digital settings?
7. How can individuals leverage various communication channels (text, video, audio) based on the nature of their message and audience?

8. How can feedback from digital interactions be used to adapt and improve communication strategies over time?

Situational Adaptability

9. How does being aware of the context of a digital interaction contribute to effective behavior adaptation?
10. How should communication strategies be adapted in situations requiring urgent or emergency responses in digital environments?

PROTECTING AND PRESERVING CULTURAL DIVERSITY IN THE DIGITAL ERA (MC 2.5.C.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	PROTECTING AND PRESERVING CULTURAL DIVERSITY IN THE DIGITAL ERA Code: MC 2.5.C.2
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 7 – Maximum 9 hrs
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 5-6 LOs 2.5.17)

Cultural and Generational Considerations in Digital Environments

- Is able to apply different cultural and generational diversity aspects to consider in digital environments.

Description

Participating in our micro credential ensures participants acquire a comprehensive understanding of cultural and generational diversity in digital environments. This program imparts the knowledge and skills needed to navigate challenges and leverage opportunities presented by such differences. Key benefits include the application of cultural diversity aspects, fostering awareness of diverse cultural backgrounds, and promoting inclusive digital spaces. Participants learn to recognize the unique characteristics and communication styles of different generations, ensuring the resonance of digital products and services with a broad audience.

Moreover, the certification equips participants with practical skills for cross-cultural collaboration, conflict resolution, and promoting inclusivity online. Interactive exercises and real-world examples enhance hands-on experience. This mini certification enhances critical thinking, as participants analyze scenarios and propose innovative solutions to bridge cultural and generational gaps in digital environments.

Effective communication skills in digital contexts are honed, encompassing adaptation to different cultural backgrounds and generations. Understanding non-verbal cues and language nuances empowers participants to express ideas clearly and respectfully, fostering meaningful interactions online.

Lastly, this micro credential broadens participants' global mindset, exposing them to diverse cultural practices, customs, and values. This heightened cultural intelligence benefits interactions in digital environments and contributes to overall personal and professional growth. In summary, this course enriches participants with skills to navigate cultural diversity, engage inclusively, and excel in the dynamic digital landscape.

Questions

Cultural Diversity

1. How do cultural nuances impact communication styles in virtual teams, and how can individuals adapt to foster effective collaboration?
2. What specific measures can be taken to ensure inclusivity for individuals from diverse cultural backgrounds in digital environments?
3. How can digital platforms be designed to accommodate a variety of cultural perspectives and preferences?

Generational Diversity

4. How can organizations bridge the technological generation gap to ensure seamless collaboration in digital workspaces?
5. Are there specific training initiatives to enhance digital literacy for employees from different generations?
6. How do generational differences influence preferences for feedback and recognition in virtual teams?
7. What strategies can be implemented to provide constructive feedback that resonates with individuals from various age groups?

APPLYING BEHAVIORAL FLEXIBILITY IN THE DIGITAL WORLD (MC 2.5.C.3)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	APPLYING BEHAVIORAL FLEXIBILITY IN THE DIGITAL WORLD Code: MC 2.5.C.3
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 7 – Maximum 9 hrs
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 5-6 LOs 2.5.18)

Understanding and Applying Behavioral Norms in Digital Environments

- Is able to apply different behavioral norms and know-how while using digital technologies and interacting in digital environments.

Description

Participating in a micro credential centered on applying diverse behavioral norms in digital environments offers participants a wealth of skills to enhance their digital presence and interactions. This program deepens understanding of the impact of behavior in digital spaces and underscores the importance of ethical conduct with technology. Attendees gain the ability to apply varied behavioral norms online, adapting their behavior to meet expectations while understanding the significance of respectful and ethical online conduct. Armed with this knowledge, participants navigate digital spaces confidently and professionally.

The micro credential equips participants with the know-how to interact effectively in digital environments, exploring different platforms and tools for communication and collaboration. They learn best practices for online communication, active listening, and constructive dialogue. Insights into building effective online relationships, networking, and fostering positive digital communities are also emphasized. In an era where digital literacy and citizenship are paramount, participants develop skills to critically evaluate online information, crucial in combating misinformation. Cultural competence is fostered, enabling respectful interactions with individuals from diverse backgrounds, thus promoting inclusivity.

Furthermore, the micro credential guides participants in enhancing their professional digital presence, leveraging platforms for personal branding, networking, and career advancement. This includes understanding the importance of presenting oneself professionally online. The program cultivates critical thinking and ethical decision-making skills in digital environments, empowering participants to make informed choices and navigate cyber challenges responsibly.

In conclusion, this micro credential is a comprehensive journey toward digital proficiency, encompassing confident navigation of digital spaces, effective communication, and a heightened understanding of ethical considerations. Participants emerge with enhanced digital presence, critical thinking skills, and cultural competence, positioning them for success in the digital era.

Questions

Digital Communication Etiquette

1. What are the key elements of professional email communication, and how do they differ across various digital environments?
2. What behavioral norms should individuals follow during virtual meetings to ensure effective communication and collaboration?
3. In what ways should behavioral norms be adapted when using instant messaging or chat platforms in professional contexts?

Adaptability in Digital Tools

4. How does behavioral adaptation vary when using different digital collaboration tools, such as Slack, Microsoft Teams, or Zoom?
5. What are the best practices for collaborative document editing, version control, and commenting in digital workspaces?

6. How should behavioral norms be adjusted when using project management tools to coordinate tasks and projects?
7. How can individuals ensure responsible and secure behavior when dealing with sensitive information in digital environments?

Professionalism in Virtual Workspaces

8. What expectations exist regarding timely responses in digital communication, and how can individuals manage them effectively?
9. Are there strategies for balancing responsiveness without feeling overwhelmed in virtual work environments?

ENSURING ACCESSIBILITY AND INCLUSIVITY IN ONLINE INTERACTIONS (MC 2.5.C.4)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	ENSURING ACCESSIBILITY AND INCLUSIVITY IN ONLINE INTERACTIONS Code: MC 2.5.C.4
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 7 – Maximum 9 hrs
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 5-6 LOs 2.5.19)

Understanding Accessibility Requirements in Digital Environments

- Is aware of accessibility requirements when communicating in digital environments so that communication is inclusive and accessible for all users.

Description

Participating in this micro-credential provides a comprehensive understanding of the vital role accessibility plays in digital communication. Participants will learn to create inclusive content that caters to diverse user needs, ensuring no one is excluded. A key takeaway is the ability to recognize and address accessibility requirements, understanding the challenges faced by users with disabilities in accessing digital content. Participants gain awareness of the needs of users with visual, auditory, cognitive, and motor impairments, enabling them to design communication accessible to everyone.

Practical strategies and tools for implementing accessibility requirements are emphasized, covering consistent formatting, clear language, and proper organization. Participants learn techniques such as captions, transcripts, and audio descriptions, enhancing their ability to accommodate various user needs. Inclusive design principles are integrated, teaching participants to think inclusively from the outset and create intuitive, engaging, and accessible digital communication.

The micro-credential delves into legal and ethical considerations, exploring relevant legislation and guidelines while emphasizing the ethical importance of respecting user rights and dignity. Engaging in collaborative discussions and activities fosters a deeper understanding, allowing participants to share insights and experiences, ultimately enhancing their knowledge and skillset.

In conclusion, this micro-credential equips participants with essential knowledge, skills, and a mindset for creating inclusive and accessible digital communication. By addressing accessibility challenges, embracing inclusive design, and staying informed about legal and ethical considerations, participants enhance their ability to communicate inclusively in today's digital world.

Questions

Understanding Accessibility Guidelines

1. How familiar are you with the WCAG standards, and how do they apply to digital communication?
2. What legal obligations exist regarding digital accessibility, and how do they vary across different regions?

Content Creation and Presentation

3. In what ways does clear and concise writing contribute to accessibility in digital communication?

Platform and Tool Accessibility

4. How can digital communication platforms ensure compatibility with various assistive technologies?
5. Why is mobile accessibility crucial, and what considerations should be taken into account when designing mobile interfaces?

Training and Awareness

6. How can organizations educate their teams about the importance of accessibility in digital communication?
7. Are there training programs or resources that can enhance awareness and skills related to accessibility?

EFFECTIVE HANDLING OF ONLINE INTERACTIONS (MC 2.5.C.5)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	EFFECTIVE HANDLING OF ONLINE INTERACTIONS Code: MC 2.5.C.5
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 7 – Maximum 9 hrs
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 5-6 LOs 2.5.20 and 2.5.21)

Learning Emotional Intelligence in Virtual Communication

- Knows how to manage one's feelings when talking with other people on the internet.

Effective Communication in Various Social and Professional Environments

- Is able to manage interactions and conversations in different socio-cultural contexts and domain-specific situations.

Description

Participating in this micro-credential equips individuals with essential skills to navigate the complexities of online communication effectively. The curriculum emphasizes emotional management during online interactions, addressing the challenges of digital communication that often lead to miscommunication and conflicts. Participants learn strategies to identify and regulate emotions, enabling calm and constructive responses in diverse online scenarios, fostering healthy relationships, and reducing the risk of conflicts.

The micro-credential also focuses on managing interactions in diverse socio-cultural contexts. In an interconnected world, individuals gain insights and skills to engage respectfully with people from varied backgrounds, understanding cultural norms and communication styles. This cultural competence ensures participants can adapt their approach, promoting meaningful and inclusive conversations, and fostering mutual respect in cross-cultural interactions.

Emphasizing domain-specific situations, the micro-credential highlights the importance of adaptability across various contexts like workplaces, educational institutions, and social media. Participants develop indispensable skills, including appropriate language, etiquette, and norms, enabling effective communication in professional, academic, and informal settings.

Overall, attending this micro-credential enhances participants' mental well-being, personal growth, and cultural competence. It equips them to navigate conflicts, promote healthier online relationships, and engage effectively in diverse settings. This comprehensive skill set contributes to personal development and professional growth, making participants adept communicators across a range of contexts. In conclusion, this micro-credential is instrumental in preparing participants for positive and productive interactions in the evolving landscape of online communication.

Questions

Managing Emotions Online

1. How does one develop and maintain awareness of their own emotions during online conversations?
2. Can you share strategies for recognizing and acknowledging emotions before responding in digital interactions?
3. What coping mechanisms can individuals employ to manage stress or negative emotions that may arise during online discussions?
4. How does the digital environment influence the effectiveness of traditional coping strategies?
5. Are there specific techniques for expressing disagreement or addressing misunderstandings in a virtual context?

Interactions in Socio-Cultural Contexts

6. How does one adapt their communication style when engaging with individuals from diverse cultural backgrounds online?

7. How can individuals' approach and navigate conversations about sensitive topics in diverse online communities?
8. Are there common pitfalls to avoid that may inadvertently contribute to exclusion or bias in digital conversations?

HIGH SPECIALIZED LEVEL

(Level 7 and Level 8)



SOLUTIONS FOR COMPLEX ETIQUETTE CHALLENGES (MC 2.5.D.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	SOLUTIONS FOR COMPLEX ETIQUETTE CHALLENGES Code: MC 2.5.D.1
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 3 – Maximum 8 hrs
Level of the learning experience leading to the micro-credential	HIGH SPECIALIZED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 7-8 LOs 2.5.22)

Creating solutions for complex digital etiquette problems in diverse cultures and generations

- Create solutions to complex problems with limited definition that are related to digital etiquettes respectful of different audiences and cultural and generational diversity.

Description

This micro-credential empowers participants with valuable skills to address complex problems in the realm of digital etiquettes. Focused on understanding diverse audience needs, including cultural and generational diversity, it equips participants to analyze and resolve challenges prevalent in digital landscapes like social media and online communication platforms. The curriculum provides tools to systematically approach issues, identify underlying problems, explore solutions, and choose appropriate actions.

Emphasizing digital etiquettes, participants learn norms, guidelines, and ethical considerations, understanding the impact of their digital presence on others. The program highlights cultural and generational diversity, fostering cultural intelligence to adapt etiquettes for diverse audiences. Interactive discussions, case studies, and collaborative exercises enable participants to apply knowledge in real-world scenarios, fostering critical thinking and innovation.

Expert instructors contribute practical insights, real-world examples, and best practices, guiding participants through challenges and opportunities in digital etiquettes. By program completion, participants develop a robust skill set to confidently address digital etiquettes' complexities. They navigate digital spaces respectfully, fostering positive communication across diverse cultural and generational backgrounds. This micro-credential not only enhances personal and professional digital interactions but also contributes to fostering an inclusive and respectful digital culture. Overall, participants emerge as experts capable of navigating and solving intricate digital etiquettes challenges.

Questions

Understanding the Problem

1. How do you approach defining complex problems in the realm of digital etiquettes, considering diverse audiences and generational perspectives?
2. Are there specific techniques for understanding the unique needs and expectations of different audience segments?

Developing Solutions

3. What strategies can be employed to ensure digital etiquettes are culturally sensitive and respectful of diverse cultural norms?
4. How do you design digital etiquettes that are adaptable to different generational preferences and communication styles?
5. How can organizations implement educational programs to promote understanding and adherence to culturally and generationally respectful digital etiquettes?

Integration with Technology

6. How can technology be leveraged to enhance inclusivity in digital etiquettes for diverse audiences and generations?
7. In what ways can artificial intelligence contribute to the creation of personalized digital etiquettes that are sensitive to individual cultural and generational preferences?

INTEGRATING KNOWLEDGE INTO DIGITAL ETIQUETTE (MC 2.5.D.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	INTEGRATING KNOWLEDGE INTO DIGITAL ETIQUETTE Code: MC 2.5.D.2
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 8 – Maximum 10 hrs
Level of the learning experience leading to the micro-credential	HIGH SPECIALIZED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 7-8 LOs 2.5.23)

Integrating Knowledge in Digital Etiquette to Empower Others

- Integrates his/her knowledge to contribute to professional practice and knowledge and guide others in digital etiquette.

Description

This micro-credential offers participants a comprehensive grasp of digital etiquette and its integration into professional practice. It provides essential knowledge and skills for effective professional contribution while guiding others in navigating the digital realm courteously and respectfully.

A key takeaway is a deepened understanding of digital etiquette principles, emphasizing integrity, empathy, and respect in online interactions. Participants explore topics like online privacy, cyberbullying, and reputation management, gaining tools to navigate the complexities of the digital world.

Moreover, the program empowers participants to apply their knowledge professionally. Through interactive discussions and case studies, they analyze real scenarios, developing strategies to promote digital etiquette within their roles. They learn to identify and address ethical dilemmas in digital environments, making informed decisions and providing guidance.

A unique aspect is the emphasis on guiding others in practicing digital etiquette. Participants develop mentorship skills, influencing colleagues positively and fostering constructive dialogue in digital spaces.

Additionally, the micro-credential enables participants to manage their digital presence effectively. They learn to curate a professional online image, engage in online networking, and enhance their reputation through digital platforms.

By program completion, participants possess a comprehensive toolkit for integrating digital etiquette into professional practice. They can engage in respectful and productive digital conversations, becoming trusted advisors in their domains. Overall, this micro-credential equips participants to contribute valuably to their professions, creating a positive digital culture and guiding others in the evolving digital landscape.

Questions

Professional Practice Integration

1. How do you integrate your knowledge of digital etiquette into everyday professional practices?
2. In what ways do you use your knowledge of digital etiquette to solve challenges or conflicts in professional settings?

Guidance and Mentorship

3. How do you guide and educate colleagues or team members on the importance of digital etiquette in professional communication?
4. How do you mentor others in shaping a professional and respectful online presence?

Knowledge Sharing

5. How do you actively contribute to sharing best practices in digital etiquette within your professional community?
6. Are there forums or platforms where you engage in knowledge exchange related to digital professionalism?

Incorporating Cultural and Generational Considerations

7. Can you provide insights into navigating and bridging potential gaps in communication styles across generations?

PROPOSING FRESH IDEAS AND PROCESSES (MC 2.5.D.3)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	PROPOSING FRESH IDEAS AND PROCESSES Code: MC 2.5.D.3
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 8 – Maximum 10 hrs
Level of the learning experience leading to the micro-credential	HIGH SPECIALIZED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 7-8 LOs 2.5.24)

Introducing New Ideas and Processes

- Proposes new ideas and processes to the field.

Description

Participating in this micro-credential offers participants a unique opportunity to deepen their understanding and develop skills essential for proposing innovative ideas and processes within their field. The primary advantage lies in the enhancement of creativity and innovation. Throughout the program, participants are exposed to diverse theoretical frameworks and practical examples, stimulating creative thinking and providing tools for generating fresh ideas applicable to their work or industry.

Moreover, attendees stay abreast of the latest trends and advancements in the field, covering emerging technologies, cutting-edge research, and industry best practices. The curriculum ensures participants possess the most relevant information and are aware of the latest developments in their expertise.

The micro-credential fosters a collaborative learning environment, promoting engagement with peers and industry experts through group discussions, case studies, and interactive exercises. This network not only broadens professional connections but also exposes participants to diverse perspectives and experiences.

Emphasis on developing critical thinking and problem-solving abilities is another key aspect. Analyzing real-world case studies challenges participants to address complex problems creatively, evaluate options, assess risks, and devise innovative solutions. This critical thinking mindset equips them to contribute significantly to their work and the field's advancement.

Practical application is central, with hands-on exercises, simulations, and project-based learning ensuring participants can directly apply learned concepts, enhancing their effectiveness and value in their organizations.

Furthermore, this micro-credential enhances professional credibility and career prospects. Acquiring the ability to propose innovative ideas positions participants as forward-thinking professionals, potentially leading to increased recognition and new career opportunities. Employers value individuals contributing to field growth, making the gained skills highly marketable.

In summary, this micro-credential offers numerous benefits, empowering participants to enhance creativity, expand knowledge, develop critical thinking, and apply practical skills. Embracing innovative thinking, staying updated, collaborating, and honing problem-solving abilities positions participants as valuable contributors to industry growth. These skills positively impact professional trajectories, making attendees influential contributors to their field's advancement.

credibility and increase their career prospects.

Questions

Innovative Idea Generation

1. How do you cultivate a creative mindset to generate innovative ideas within your field?
2. How do you draw inspiration from other disciplines to propose novel ideas in your field?

Processes and Methodologies

3. In what ways have you introduced agile methodologies or practices to enhance adaptability and innovation in your field?

Research and Development

4. How do you stay informed about emerging technologies and propose their integration into your field?

Collaboration and Communication

5. How do you create an environment that encourages colleagues to share and propose new ideas?

Risk-Taking and Adaptability

6. How do you assess and manage risks when proposing new ideas that may deviate from established norms?

ESTABLISHING SHARED RULES IN ONLINE COMMUNITIES (MC 2.5.D.4)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	ESTABLISHING SHARED RULES IN ONLINE COMMUNITIES Code: MC 2.5.D.4
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 8 – Maximum 10 hrs
Level of the learning experience leading to the micro-credential	HIGH SPECIALIZED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 7-8 LOs 2.5.25)

The Necessity of Defining and Sharing Rules

- Believes that it is necessary to define and share rules within digital communities.

Description

Participating in this micro-credential ensures a profound understanding of the crucial role defined rules play in digital communities. Attendees will recognize the necessity of guidelines to uphold a harmonious and productive online environment. The program explores reasons why clear rules are vital, emphasizing safety, ethical behavior, and positive interactions among community members. Participants gain insights into potential risks such as cyberbullying and misinformation in the absence of guidelines.

Moreover, the micro-credential equips participants with skills to effectively define and communicate rules within digital communities. Different rule-making approaches, including community input and consensus-building, are covered. Attendees learn to create fair, inclusive rules reflective of community values. Practical strategies for promoting rule adoption and adherence are emphasized, covering engagement, consequences for violations, and transparent enforcement.

Leadership and accountability's role in maintaining rule compliance is explored, emphasizing community leaders as role models and empowering members to self-police. Active participation includes practical exercises, case studies, and collaborative discussions, enhancing understanding of rule establishment and enforcement.

In conclusion, participants leave with a comprehensive understanding of rules' significance in digital communities, equipped with practical skills to contribute positively to various digital platforms. The micro-credential ensures readiness to navigate digital spaces and foster safe, inclusive, and supportive online communities.

Questions

Establishing Community Guidelines

1. How do you approach the formulation of rules within a digital community, ensuring clarity and inclusivity?

Communicating Rules Effectively

2. How do you ensure that community rules are easily accessible to all members, especially newcomers?
3. How can visual representations enhance the understanding and adherence to rules in digital communities?

Enforcement and Moderation

4. How do you maintain consistency in enforcing community rules to foster a sense of fairness among members?

Adaptability of Rules

5. In what situations do you believe it's essential to consider exceptions to established rules within a digital community?

Educating Community Members

6. How do you ensure that new community members are well-oriented and informed about the existing rules?

7. Have you organized workshops or discussions within the community to address questions or concerns related to established rules?
8. How can open dialogue contribute to a better understanding and acceptance of community rules?

Measuring Rule Effectiveness

9. How do you gather feedback from community members to assess the effectiveness of existing rules?

ENHANCING EMPATHY IN COMMUNICATION (MC 2.5.D.5)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	ENHANCING EMPATHY IN COMMUNICATION Code: MC 2.5.D.5
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: 101087628
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	Minimum 8 – Maximum 10 hrs
Level of the learning experience leading to the micro-credential	HIGH SPECIALIZED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. Level 7-8 LOs 2.5.26 and 2.5.27)

The Power of Empathy in Communication

- Is inclined to adopt an empathic perspective in communication.

Respecting Cultural Differences in Online Dialogue

- Open to and respectful of the views of people on the internet with different cultural affiliations, backgrounds, beliefs, values, opinions or personal circumstances; open to the perspectives of others even if they differ from one's own.

Description

Participating in this micro-credential offers individuals a transformative journey, enhancing their communication skills, particularly in the online realm. The curriculum prioritizes fostering an empathic perspective, teaching participants to understand and connect with others deeply. Emphasis is placed on actively listening and responding compassionately, crucial for effective online communication where physical presence is lacking.

Beyond empathy, attendees develop openness and respect for diverse cultural affiliations, backgrounds, beliefs, and values. Interactive activities challenge preconceived notions, encouraging participants to appreciate and embrace different perspectives. This equips them to navigate and communicate effectively in a globalized world.

The micro-credential also promotes self-reflection, fostering personal growth and heightened self-awareness. Participants scrutinize biases and assumptions, becoming more open-minded, adaptable, and culturally competent.

Overall, the micro-credential imparts skills in empathy, effective communication, and a deep appreciation for diversity. Attendees emerge as advocates for respectful and inclusive online dialogue, contributing to a more empathetic global community.

Questions

Empathy in Communication

1. How do you actively work to understand the emotions and feelings expressed by others in online conversations?
2. How do you respond with empathy when others on the internet share challenges or difficulties they are facing?

Openness to Diverse Views

3. How do you approach engaging with individuals online whose opinions significantly differ from your own?
4. How do you express respect for diverse cultural affiliations in online interactions?

Handling Disagreements

5. How do you navigate disagreements in online discussions while preserving a sense of respect and empathy?

Building Inclusive Digital Spaces

6. How do you actively contribute to creating inclusive online spaces where diverse voices feel welcome and heard?

APPENDIX I: LEARNING OUTCOMES FOR COMPETENCE DIMENSION 2.5 NETIQUETTE

BASIC/FOUNDATION (LEVEL 1 and LEVEL 2)

COMPETENCE AREA: 2. COMMUNICATION AND COLLABORATION

COMPETENCE DIMENSION: 2.5 NETIQUETTE

LEVEL: 1 – FOUNDATION

At basic level and with guidance, I can:

- differentiate simple behavioral norms and know-how while using digital technologies and interacting in digital environments,
- choose simple communication modes and strategies adapted to an audience and
- differentiate simple cultural and generational diversity aspects to consider in digital environments.

LEVEL: 2 – FOUNDATION

At basic level and with autonomy and appropriate guidance where needed, I can:

- differentiate simple behavioral norms and know-how while using digital technologies and interacting in digital environments,
- choose simple communication modes and strategies adapted to an audience and
- differentiate simple cultural and generational diversity aspects to consider in digital environments.

Learning Outcome	Level	K – S – A	Description
1. Recognizes simple behavioral norms and know-how while using digital technologies and interacting in digital environments.	L1 – L2	K	Describes the differences in simple behavioral norms and know-how while using digital technologies and interacting in digital environments.
2. Recognizes simple cultural and generational diversity	L1 – L2	K	Describes the differences in simple cultural and generational diversity aspects to consider in digital environments.

aspects to consider in digital environments.			
3. Is able to choose simple communications modes and strategies adapted to an audience.	L1 – L2	S	Demonstrates the use of simple communication modes and strategies adapted to an audience.
4. Knows how to apply simple communications modes and strategies on multiple devices.	L1 – L2	S	Explores the use of simple communications modes and strategies on multiple devices (pc, smartphone, tablet).
5. Understands that inappropriate behaviors in digital environments can damage social and personal aspects of lives over a long term.	L1 – L2	K	Discusses, for example, how being drunken, or overly intimate in digital environments can negatively affect social relationships.
6. Is able to recognize the existence of some expected rules about one's behavior when using digital technologies.	L1 – L2	S	Confirms, for example, using audio headsets instead of loudspeakers when taking calls in public places or listening to music.
7. Knows that stop receiving unwanted disturbing messages or emails is doable.	L1 – L2	K	Defends his/her privacy when comes to unwanted disturbing messages or emails.
8. Can make use of simple measures to stop receiving	L1 – L2	S	Demonstrates the use of simple measures to stop receiving unwanted disturbing messages or emails.



unwanted disturbing messages or emails.			
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INTERMEDIATE (LEVEL 3 AND LEVEL 4)

COMPETENCE AREA: 2. COMMUNICATION AND COLLABORATION

COMPETENCE DIMENSION: 2.5 NETIQUETTE

LEVEL: 3 – INTERMEDIATE

On my own and solving straightforward problems, I can:

- clarify well-defined and routine behavioral norms and know-how while using digital technologies and interacting in digital environments,
- express well-defined and routine communication strategies adapted to an audience,
- describe well-defined and routine cultural and generational diversity aspects to consider in digital environments.

LEVEL: 4 – INTERMEDIATE

Independently, according to my own needs, and solving well-defined and non-routine problems, I can:

- discuss behavioral norms and know-how while using digital technologies and interacting in digital environments,
- discuss communication strategies adapted to an audience and
- discuss cultural and generational diversity aspects to consider in digital environments.

Learning Outcome	Level	K – S – A	Description
9. Can apply non-verbal messages (e.g. smiley faces, emojis) used in digital environments, while knowing that their use can culturally	L1 – L2	S	Contrasts the meaning of non-verbal messages used in digital environments (e.g. social media, instant messaging) in different countries and/or communities.

differ between countries and communities.			
10. Is aware of the different meaning of punctuation (e.g. exclamation mark, semicolon etc.) between countries and communities, while using digital environments.	L1 – L2	K	Describes the differences in the meaning of punctuation between different countries and/or communities, when using digital environments (e.g. social media, instant messaging).
11. Is able to clarify well-defined and routine behavioral norms and know-how while using digital technologies and interacting in digital environments.	L3 – L4	K	Distinguishes between well-defined and routine behavioral norms and know-how while using digital technologies and interacting in digital environments.
12. Can express well-defined and routine communication strategies adapted to an audience.	L3 – L4	S	Demonstrates the use of well-defined and routine communication strategies adapted to an audience.
13. Is able to describe well-defined and routine cultural and generational diversity aspects to consider in digital environments.	L3 – L4	K	Explains well-defined and routine cultural and generational diversity aspects to consider in digital environments.
14. Can discuss cultural and generational diversity aspects to consider in digital environments.	L3 – L4	S	Elaborates on the cultural and generational diversity aspects to consider in digital environments.

ADVANCED LEVEL (LEVEL 5 AND LEVEL 6)

COMPETENCE AREA: 2. COMMUNICATION AND COLLABORATION

COMPETENCE DIMENSION: 2.5 NETIQUETTE

LEVEL: 5 – ADVANCED

As well as guiding others, I can:

- apply different behavioral norms and know-how while using digital technologies and interacting in digital environments,
- apply different communication strategies in digital environments adapted to an audience and
- apply different cultural and generational diversity aspects to consider in digital environments.

LEVEL: 6 – ADVANCED

At advanced level, according to my own needs and those of others, and in complex contexts, I can:

- adapt the most appropriate behavioral norms and know-how while using digital technologies and interacting in digital environments,
- adapt the most appropriate communication strategies in digital environments to an audience,
- apply different cultural and generational diversity aspects in digital environments.

Learning Outcome	Level	K – S – A	Description
15. Is aware of adapting one's behavior in digital environments depends on one's relationship with other participants and the purpose in which the communication takes place.	L5 – L6	K	Realizes the behavioral difference in collaborating online with colleagues or friends in an online class or social event, respectively.

16. Is able to apply different communication strategies in digital environments adapted to an audience.	L5 – L6	S	Demonstrates the application of different communication strategies in digital environments adapted to an audience.
17. Is able to apply different cultural and generational diversity aspects to consider in digital environments.	L5 – L6	S	Demonstrates different cultural and generational diversity aspects to consider in digital environments.
18. Is able to apply different behavioral norms and know-how while using digital technologies and interacting in digital environments.	L5 – L6	S	Demonstrates different behavioral norms and know-how while using digital technologies and interacting in digital environments.
19. Is aware of accessibility requirements when communicating in digital environments so that communication is inclusive and accessible for all users.	L5 – L6	K	Discusses the different requirements needed for example for people with disabilities, older people, those with low literacy, speakers of another language, when communicating in digital environments.
20. Knows how to manage one's feelings when talking with other people on the internet.	L5 – L6	K	Elaborates on strategies of feeling management when communicating in digital environments.
21. Is able to manage interactions and conversations in different	L5 – L6	S	Demonstrates ways to manage conversations in different socio-cultural contexts and domain-specific situations.



socio-cultural contexts and domain-specific situations.			
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EXPERT LEVEL (LEVEL 7 AND LEVEL 8)

COMPETENCE AREA: 2. COMMUNICATION AND COLLABORATION			
COMPETENCE DIMENSION: 2.5 NETIQUETTE			
<p>LEVEL: 7 – HIGHLY SPECIALIZED</p> <p>At highly specialized level, I can:</p> <ul style="list-style-type: none"> • create solutions to complex problems with limited definition that are related to digital etiquettes respectful of different audiences and cultural and generational diversity, • integrate my knowledge to contribute to professional practice and knowledge and guide others in digital etiquette. <p>LEVEL: 8 – HIGHLY SPECIALIZED</p> <p>At the most advanced and specialized level, I can:</p> <ul style="list-style-type: none"> • create solutions to solve complex problems with many interacting factors that are related to digital etiquettes respectful to different audiences and cultural and generational diversity, • propose new ideas and processes to the field. 			
Learning Outcome	Level	K – S – A	Description
22. Create solutions to complex problems with limited definition that are related to digital etiquettes respectful of different audiences and cultural and generational diversity.	L7 – L8	A	Produces solutions to complex problems that are relate to digital etiquettes, while respecting the cultural and generational diversity of the audience.

23. Integrates his/her knowledge to contribute to professional practice and knowledge and guide others in digital etiquette.	L7 – L8	A	Incorporates his/her knowledge to contribute to professional practice and knowledge and guide others in digital etiquette.
24. Proposes new ideas and processes to the field.	L7 – L8	A	Constructs new ideas and processes to the field.
25. Believes that it is necessary to define and share rules within digital communities.	L7 – L8	A	For example, validates the codes of conduct for creating, sharing or posting content within a digital community.
26. Is inclined to adopt an empathic perspective in communication.	L7 – L8	A	For example, models his/her responsiveness to another person's emotions and experiences, negotiating disagreements to build and sustain fair and respectful relationships.
27. Open to and respectful of the views of people on the internet with different cultural affiliations, backgrounds, beliefs, values, opinions or personal circumstances; open to the perspectives of others even if they differ from one's own.	L7 – L8	A	Recommends to be open and respectful of other's views, even if he/she disagrees with them.

Coordinator:



Partners:



DSW
DIGITAL SKILLS WALLET



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