



# Communicating digitally in the world of work

Age range: 16-19

 **BARCLAYS** | LifeSkills



# Email – functions and uses

- ✓ Electronic mail (letter) - 'email'
- ✓ Option to send to multiple people at once
- ✓ Attachments (files, photos)
- ✓ Links and urls
- ✓ Inbox for new emails
- ✓ Reminders and flags
- ✓ File and store old emails
- ✓ Meeting requests linked to calendars
- ✓ Send from a laptop, PC, tablet or smartphone



## Email etiquette

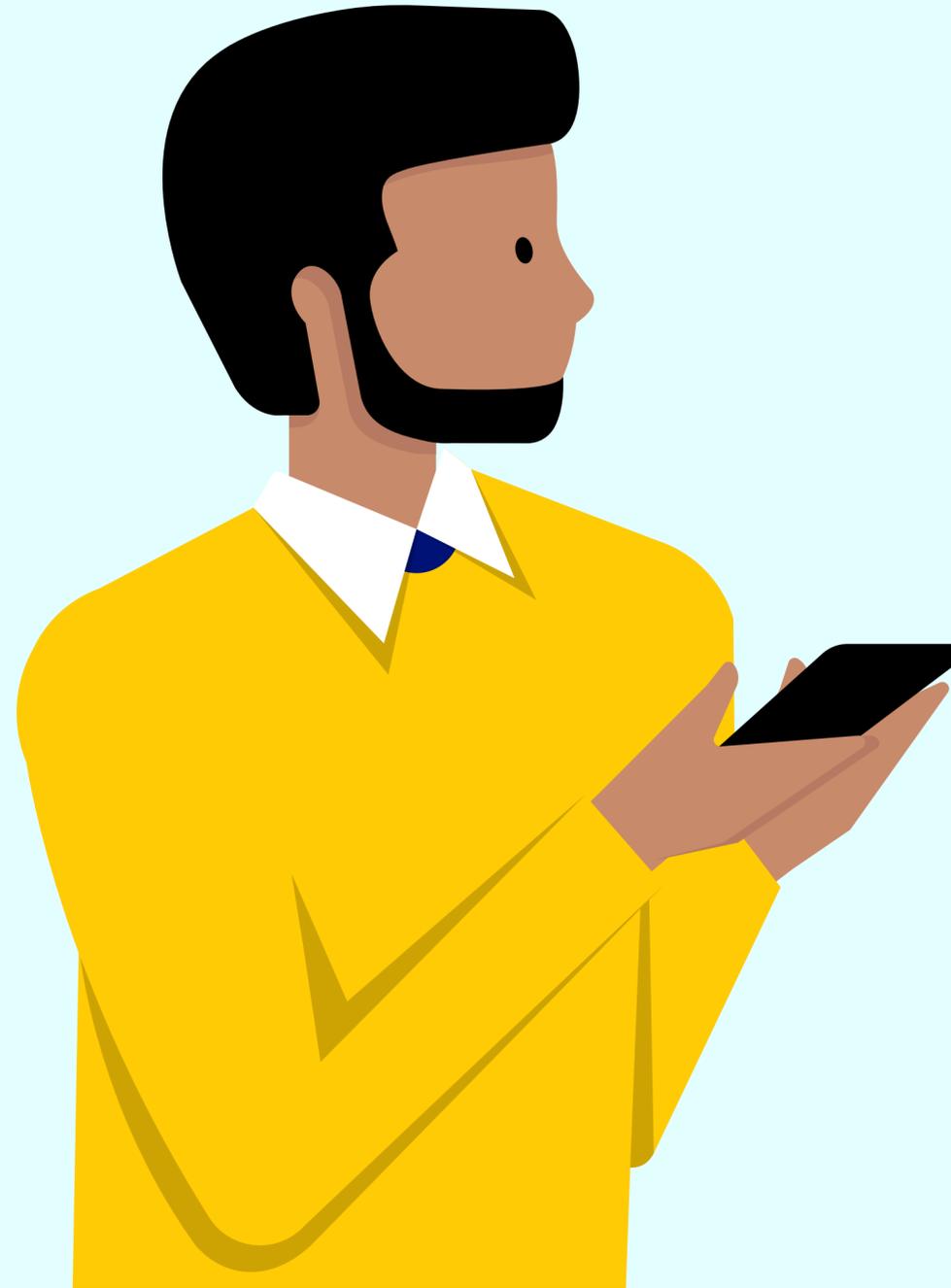
### **Etiquette is:**

Expected behaviour to follow in certain situations, for example, a way of behaving in public or a classroom

# Email – potential consequences of getting it wrong

## Organisation

- ✓ Reputation damage
- ✓ Fines
- ✓ Loss of business



## Individual

- ✓ Loss of pension/incentives
- ✓ Disciplinary action
- ✓ Potential legal consequences
- ✓ Fines

# Cyber threat examples

**B.** A new recruit at work received an email that looked like it was from our IT department asking him to send our customer database by email.

**C.** I received an email that looked like it was from my bank asking me to follow a link and confirm my online banking password.

**E.** Our Finance Director at work got an email asking for the payroll details of all the employees. It looked like it was from the Chief Executive but it wasn't.

**1. Phishing**

**2. Whaling**

**3. Spear phishing**

**4. Website spoofing**

**5. Malware**

**6. Ransomware**

**A.** My colleague at work got an email invitation to a training event. When he clicked on a link it downloaded a virus onto his system.

**D.** I got an email advertising cheap flights. The booking website looked like one I've used before but they wanted me to pay by bank transfer which would have been untraceable.

**F.** My Mum got an email from some scammers saying they had blocked all the electronic systems for our family business. If we wanted to access them again we'd have to pay £250,000.

# Communication channels

Most suitable channel	Description
	Users exchange messages. Electronic documents, files and photos can be shared as attachments to emails
	Social networking site used by individuals and businesses to share photos, videos and livestream videos. Users can 'like' and post comments about content posted by other users. Businesses can target users direct to ecommerce platforms to make sales, often through influential users ('influencers')
	Informal, diary-style articles published regularly by an individual on a website. Posts can include photos, images and links. They often include a facility for readers to respond to and comment on the article
	Social networking site largely used to share news, current affairs and opinions. Users post short messages for other users to read or forward. These posts can include photos and links
	Users can send each other short messages to pick up when they are next online. Instead of having to send and receive each message, users can see when a message is being composed and can view it immediately once it's complete
	Social networking site used to keep in touch with friends and family and by businesses to connect with their customers. Users can share photos and comments, 'like' each other's posts and livestream video
	'Professional' social networking site where users can publish their CV, search for job opportunities and make connections with other professionals and companies. Users can also publish articles to share their thoughts and insights
	Social networking site that allows individuals and businesses to create an online 'pinboard' or bulletin board of images associated with a theme or project. Users can browse each other's pins and click on them to find out more information



## Laura

7

Laura is looking for a job as a web designer. She has relevant qualifications and some experience in building websites at home for a local charity and through a summer job.

# Henley

Henley needs volunteers to help with a 'holiday at home' event for residents at the care home where he works.





## Ash

9

Ash is helping to organise the school leaver's party. She needs some ideas for a party theme and for how to decorate the venue. She also needs to present her ideas to the rest of the committee in advance of their next meeting.

# Henley

Henley has just started a new job as an Activities Coordinator at a centre for young people with physical and learning disabilities. He is looking for new activity ideas and has also signed up online mentoring from an experienced coordinator.



# School leaver's party

The school hall floods the day before the party. Ash will need to move the party to an alternative venue.

11



# Work experience



Henley's colleague makes an Instagram post showing herself staying late at work to finish Henley's tasks.



## Job search

13

Zara is interviewed for the job but isn't offered the role. Feedback from panel suggests she doesn't have enough experience.