

COMMUNICATION  
AND  
COLLABORATION

# TOPICS

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- ❑ Objectives
- ❑ Basics of E-mail
  1. What is an Electronic E-Mail
  2. Email Addressing
  3. Configuring E-mail Client
- ❑ Using E-Mails
  1. Openings Email Client
  2. Mailbox: Inbox and Outbox

# TOPICS

3. Creating and Sending a new E-mail
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  - ❑ Instant Messaging and Collaboration
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# INTRODUCTION

## Introducing Communication

- ▶ What is Communication ?
- ▶ Communication is an exchange of facts , ideas, opinions ,or emotions by two or more persons.
- ▶ Communication transmits information not only about tangible facts and determinable ideas and opinions but also about emotions.
- ▶ Here facial expressions are an important part of communication.
- ▶ Feedback is an essential aspect of communication.

# INTRODUCTION OF COLLABORATION

## Introduction

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<b>A. Introduction</b>
B. Collaboration
C. E-Collaboration
D. Conclusion

- Collaboration is a notion with an inherently positive bias, however, neither area, scale and scope of collaborative activities nor ICT support are generally specified.
- The purpose of this presentation is to frame and distinguish different views and interpretations of (e-)collaboration

# OBJECTIVES

- ❑ Collaboration:
  - ⦿ The main objectives of collaboration systems are **to facilitate communication and teamwork among the members of an organization and across organizations**
- ❑ Communication:
  - ⦿ The primary objective of communication in management is **to convey information— instructions, policies, procedures, decisions, etc.**, so the listener will hear, read, understand what is said, agree and accept the message, and react as intended by the manager or sender of communication.

# BASICS OF E-MAIL

## 1. What is an Electronic E-Mail

- ⦿ **Electronic mail** is a method of sending a message from one computer to another computer through internet. The first E-mail was sent by Ray Tomlinson in the year 1971.

## 2. Email Addressing

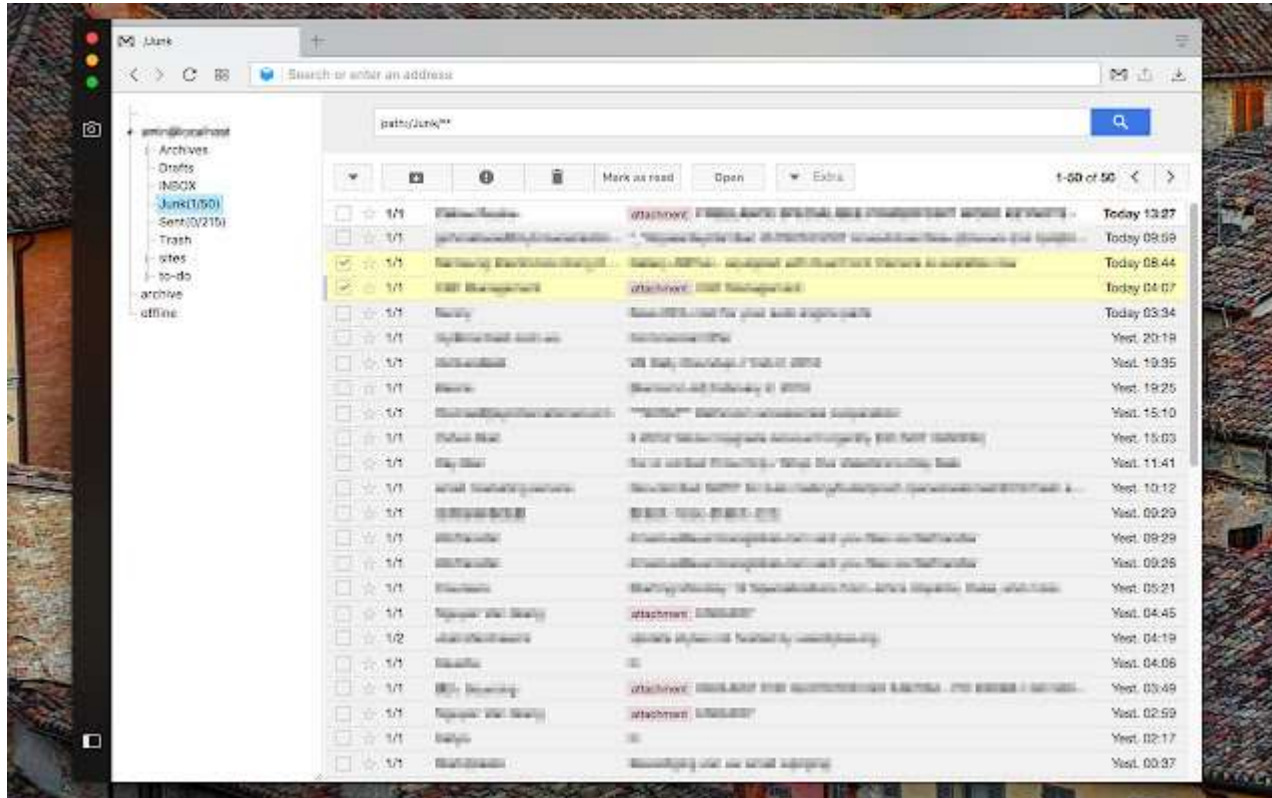
- ⦿ An email address identifies an email box to which messages are delivered. ...
- ⦿ An email address, such as john.smith@example.com, is made up from a local-part, the symbol @, and a domain, which may be a domain name or an IP address enclosed in brackets.

## 3. Configuring E-mail Client

- ⦿ When working with emails there are many different ways you can access and use your mail boxes. You have browser access through webmail; email clients such as Microsoft Outlook; and now email is also widely accessed through your mobile phone.

# USING E-MAIL

## 1. Openings Email Client





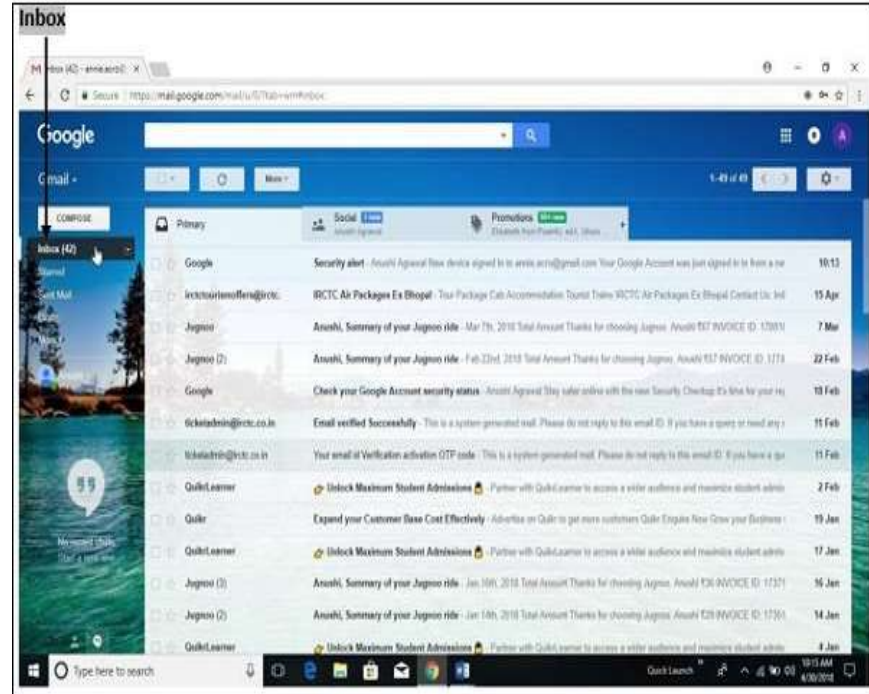
## 2. MAILBOX: INBOX AND OUTBOX

### ❖ INBOX

- Inbox is an **area where you can see all the received mails.**

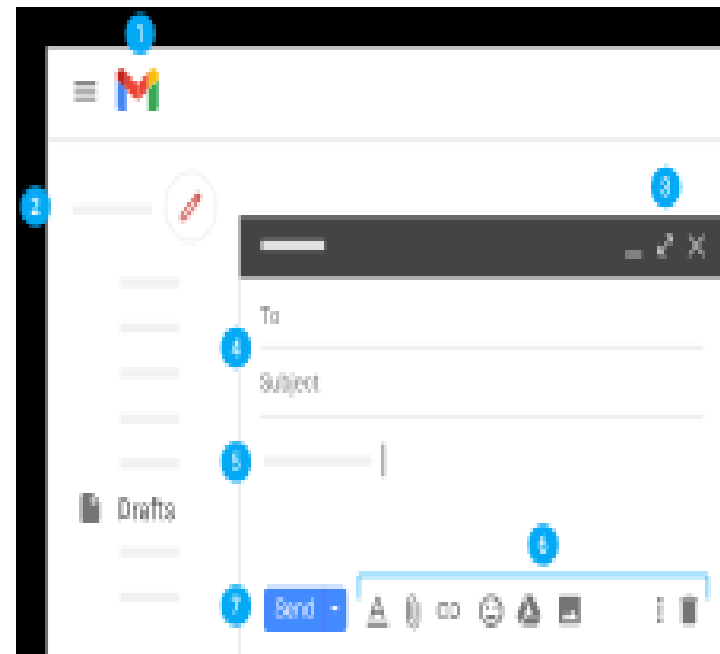
### ❖ OUTBOX

- Outbox is an area where the **outgoing messages or messages which are in process of sending or which are failed to send are stored.**



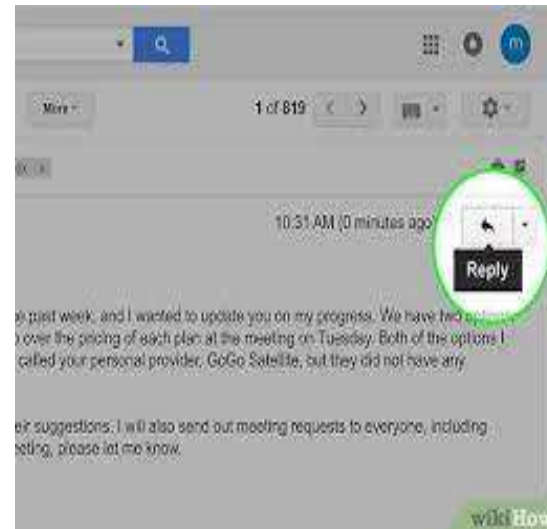
# 3. CREATING AND SENDING A NEW E-MAIL

- ✓ Choose New Email to start a new message.
- ✓ Enter a name or email address in the To, Cc, or Bcc field. ...
- ✓ In Subject, type the subject of the email message.
- ✓ Place the cursor in the body of the email message, and then start typing.
- ✓ After typing your message, choose Send.



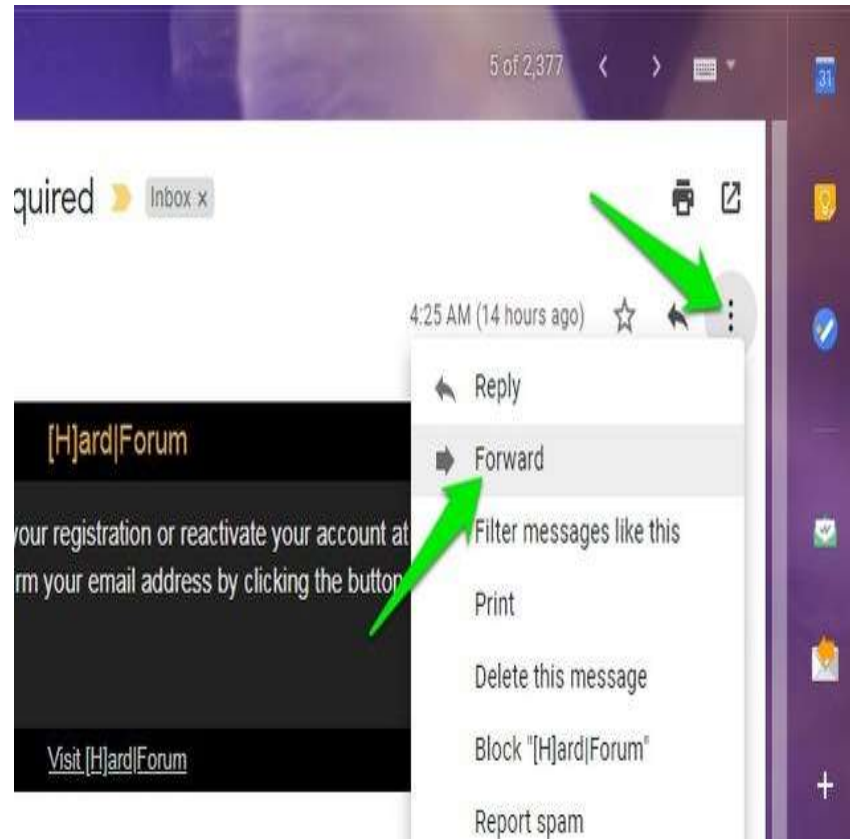
# 4. REPLYING TO AN E-MAIL MESSAGE

- ❑ **Reply to messages**
- ❑ On your computer, go to Gmail.
- ❑ Open the message.
- ❑ Below the message, click Reply or Reply to all
- ❑ Click Send. If you click Send + , the conversation will also be archived, or removed from your inbox until someone else replies. Learn more about archiving.



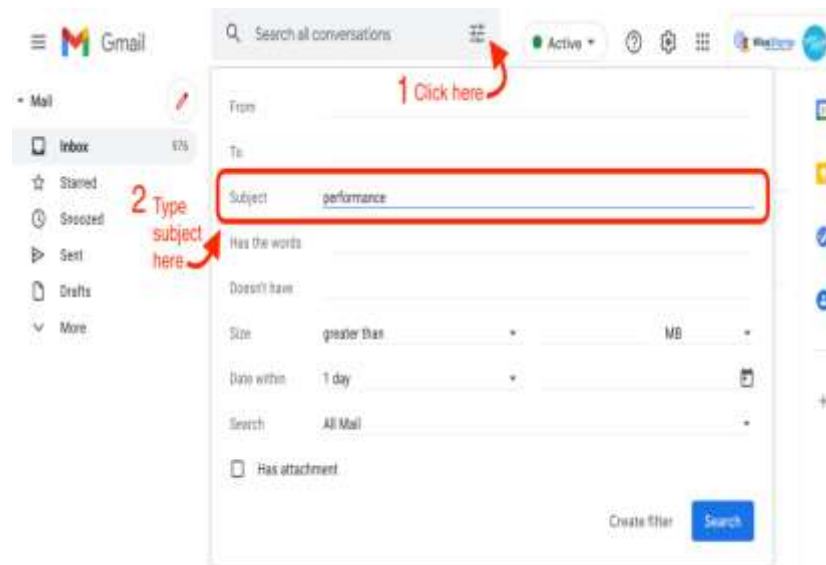
# 5. FORWARDING AN E-MAIL MESSAGE

- ❑ **Turn on automatic forwarding**
- ✓ On your computer, open Gmail using the account you want to forward messages from. ...
- ✓ In the top right, click Settings. ...
- ✓ Click the Forwarding and POP/IMAP tab.
- ✓ In the "Forwarding" section, click Add a forwarding address.
- ✓ Enter the email address you want to forward messages to.
- ✓ Click Next Proceed.



# 6. SORTING AND SEARCHING EMAILS

You can sort by sender in Gmail by right-clicking an email, or by using the **"search options"** menu. If you already have an email from the sender you want to sort by, right-click it and select "Find more by." Gmail's search bar also holds an advanced search



# ADVANCE EMAIL FEATURES

## ➤ Sending document by E-mail

### Attach a file

1. On your computer, go to Gmail.
2. Click Compose.
3. At the bottom, click Attach .
4. Choose the files you want to upload.
5. Click Open.



## ➤ Activating Spell checking

Turn the grammar, spelling, and autocorrect tools on or off

1. On your computer, open Gmail.
2. At the top right, click Settings. See all settings.
3. At the top, click General.
4. Turn the following tools on or off:  
Grammar. Spelling. Autocorrect.



## ➤ Using Address book

Here is how to add contacts in Gmail:

- Go to Gmail.
- Open the email from the sender you want to add to your contacts.
- Tap the three dots icon to the right of the message.
- Click Add to Contacts list and it will be saved instantly.





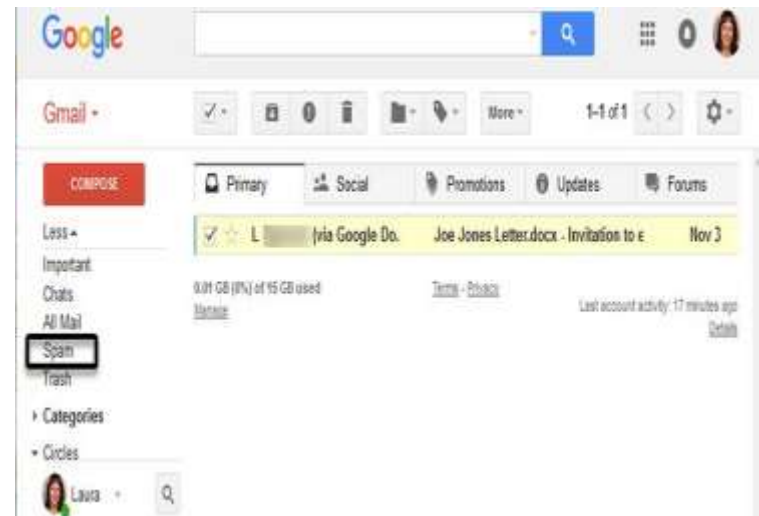
## ➤ Handling SPAM

### What is SPAM in Gmail?

Spam takes many forms. From unwanted newsletters, chain letters, questionable pharmaceutical offers, **fake emails** from parties pretending to be legitimate entities, to suspicious-looking information offers. Spam is more common today than ever before.

### Delete emails in spam

- On your computer, open Gmail.
- On the left, click More.
- Click Spam.
- At the top, click Delete all spam messages now. Or, select specific emails, then click Delete forever.

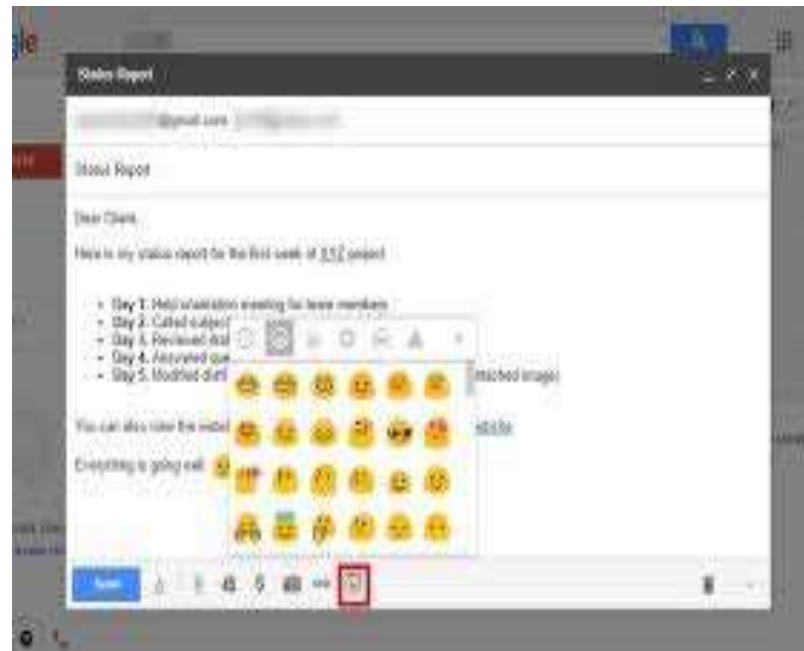


# INSTANT MESSAGING AND COLLABORATION

## ➤ Using Smiley

### To add an emoji in a Gmail message:

- Begin composing a new message. ...
- Click the Insert emoji button in the formatting toolbar (it has a smiling face).
- Choose the desired emoji to insert it. ...
- Use the tabs at the top to browse different Gmail emoji categories.



# ➤ Internet etiquettes



## What is Netiquette?

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Quite simply, "netiquette" is Internet etiquette - the informal rules of behavior for the Internet.

These Internet customs have evolved over time, and help make the Internet a pleasant place. In addition, many organizations develop their own "Acceptable Use Policies" (AUPs) - a set of rules specifically for an organization's network.

There are netiquette guidelines for most Internet resources including e-mail, mailing lists, newsgroups, telnet and FTP. Some Internet resources share netiquette rules, for example the accepted guidelines for e-mail and mailing lists are also used in newsgroups.

THANK YOU SO MUCH...