



Effective Communication in Virtual Spaces

Presented by Johnny Zhou
University of Hawaii at Mānoa

A little more about myself

- Raised in Hawaii
 - Very casual place
- Master's Student and Graduate Assistant at the College of Education, Learning Design and Technology Department
 - Master's project on online communication
- Instructional Design Assistant at the Online Innovation Center



Webinar Agenda

01

Objectives

What will the webinar cover?

02

Effective Communication in the workplace

- Contemporary Workplaces
- Communication Considerations
- Tips for effective communication

03

Q&A

Opportunity to ask additional questions

Webinar Objectives

- Describe effective communication in virtual spaces.
- Explore effective communication strategies for communication in virtual spaces.
- Distinguish between proper and improper use of effective communication strategies





**Intro to Communication
in a Virtual
Space/Online
Communication**

What is Communication in a Virtual Space/Online Communication?

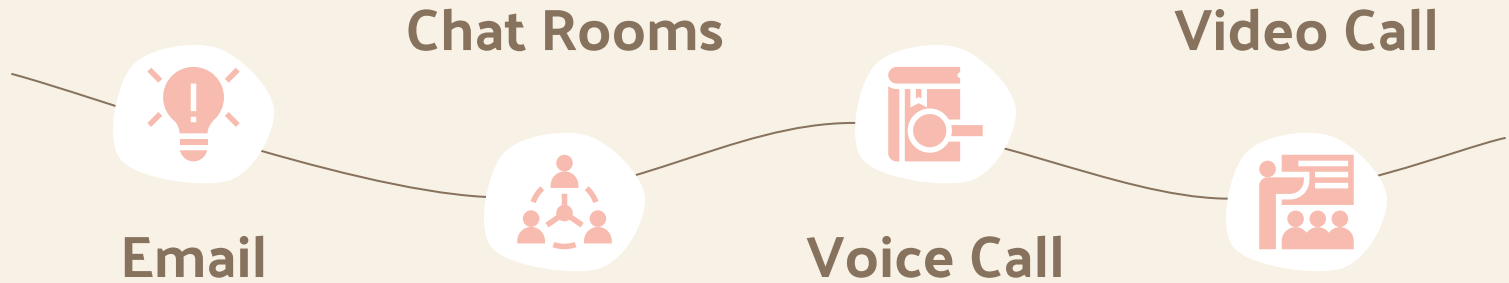
Communication in a virtual space is how people communicate, connect, transact to send, retrieve, or receive information of any kind via the internet and through computer mediated tools





**How do people
communicate in the
virtual space?**

Common Online Communication Mediums



Common Online Communication Mediums





The Contemporary Workplace

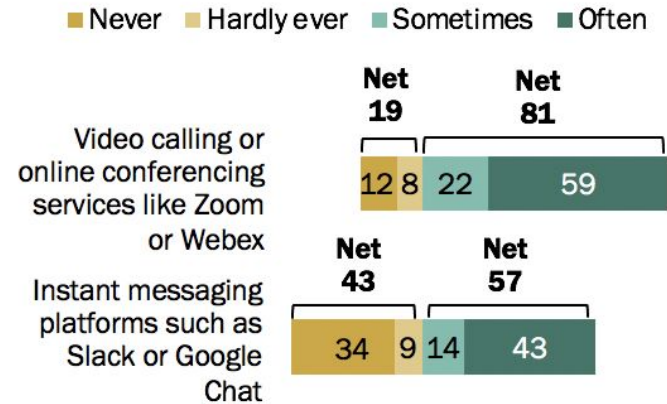
The Contemporary Workplace

In a study of 5,858 U.S. adults conducted by the Pew Research Center (2020), a majority use some form of online communication for their work.

With 54% of these individuals opting to continue to work from home if they had a choice.

Majorities of remote workers use video conferencing, instant messaging platforms to keep in touch with co-workers

Among employed adults currently working from home all or most of the time, % saying they ____ use each of the following



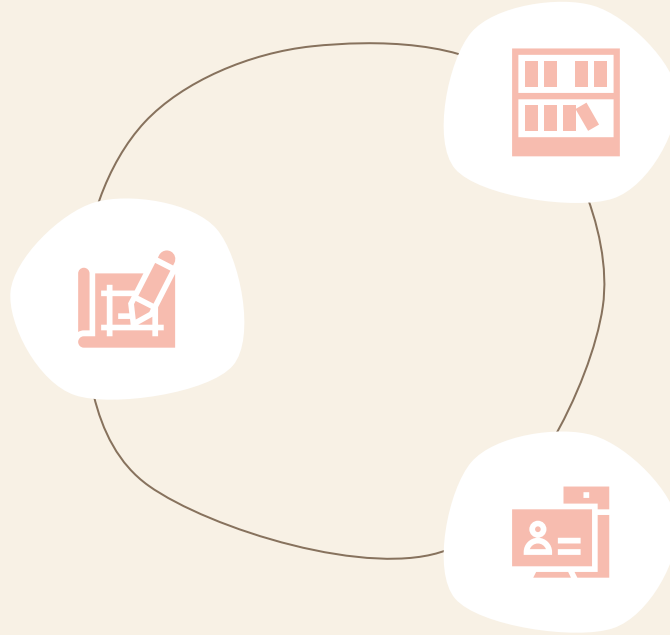
Note: Share of respondents who didn't offer an answer not shown. Figures may not add to subtotals due to rounding.

Source: Survey of U.S. adults conducted Oct. 13-19, 2020.

"How the Coronavirus Outbreak Has – and Hasn't – Changed the Way Americans Work"

Workplace Communication Behaviors

Information
Sharing



Organizing

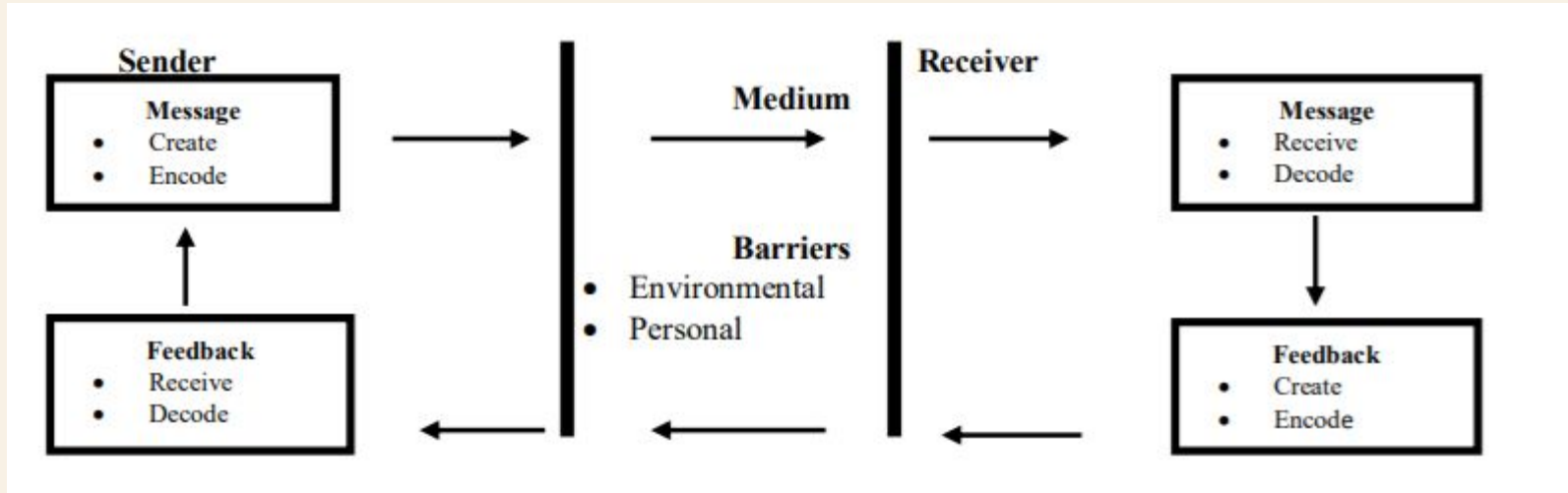
Relational
Maintenance



Question from the Audience:

The struggle in virtual communication is to have the team understand their jobs and responsibility since we cannot track their job directly. Any suggestions to communicate job with the team.

In-person vs. Online Communication



Adu-Oppong & Agyin-Birikorang, 2014

Online Communication Considerations

Sender Responsibilities

Concisely conveying your message with consideration for your receiver.



Understanding the technology

Different technologies change how you communicate and the appropriate time frame for response.




Lack of Non-verbal Cues

Avoiding the misinterpretation of your messages.

Netiquette

Understanding the accepted norms/behaviors for communicating online.



**Tips for effective
communication in the
virtual space**



**Video about
Proper Email
Etiquette from
the Providence
College Office of
Academic
Services (2:42)**

<https://www.youtube.com/watch?v=TeHnzfOOglA>

Understanding Sender Responsibilities

01

Clarity

Properly conveying your message

02

Setting

Understanding the context of the recipient

03

Collaboration

Working with others before communicating with the whole

04

Mindfulness

Can your message be misinterpreted?

05

Listening

Giving your recipient the same respect of being a listener

Understanding Sender Responsibilities

Purpose: Asking for work project advice from a co-worker

Hey,

So waz UR job like???????? I'm kinda interested in mrktg but I'm not sure. How offen are U board at work? I'm was board ALL THE TIME at skool !!! Since we both like baseball, we should go to a Twins game together next season, what do U think? Here's my personal email since this one will shut off after this thing: imawesome@myemail.com or if you wanna call me, my cell number is (612)555-9876. U should totally drop me a line and we'll hang out.

Oh yeah....I'm sposed to send U a question....how did u fix that issue on the projekt?
C ya

Understanding Sender Responsibilities

Clarity: What is this message about? Work? Baseball?

Hey,

So waz UR job like??????? I'm kinda interested in mrktg but I'm not sure. How offen are U board at work? I'm was board ALL THE TIME at skool !!! Since we both like baseball, we should go to a Twins game together next season, what do U think? Here's my personal email since this one will shut off after this thing: imawesome@myemail.com or if you wanna call me, my cell number is (612)555-9876. U should totally drop me a line and we'll hang out.

Oh yeah....I'm sposed to send U a question....**how did u fix that issue on the projekt?**
C ya

Understanding Sender Responsibilities

Setting: How does this depart from what is expected between the sender and the recipient?

Hey,

So waz UR job like??????? I'm kinda interested in mrktg but I'm not sure. How often are U board at work? I'm was board ALL THE TIME at skool !!! Since we both like baseball, we should go to a Twins game together next season, what do U think? Here's my personal email since this one will shut off after this thing: imawesome@myemail.com or if you wanna call me, my cell number is (612)555-9876. U should totally drop me a line and we'll hang out.

Oh yeah....I'm sposed to send U a question....how did u fix that issue on the projekt?
C ya

Understanding Sender Responsibilities

Collaboration: Did the sender take the time to seek out others on how to ask this person or check whether this would be the best way to talk with this person?

Hey,

So waz UR job like????????? I'm kinda interested in mrktg but I'm not sure. How offen are U board at work? I'm was board ALL THE TIME at skool !!! Since we both like baseball, we should go to a Twins game together next season, what do U think? Here's my personal email since this one will shut off after this thing: imawesome@myemail.com or if you wanna call me, my cell number is (612)555-9876. U should totally drop me a line and we'll hang out.

Oh yeah....I'm sposed to send U a question....how did u fix that issue on the projekt?

C ya

Understanding Sender Responsibilities

Mindfulness: How would the sender be viewed by the recipient with this type of tone?

Hey,

So waz UR job like????????? I'm kinda interested in mrktg but I'm not sure. How offen are U board at work? I'm was board ALL THE TIME at skool !!! Since we both like baseball, we should go to a Twins game together next season, what do U think? Here's my personal email since this one will shut off after this thing: imawesome@myemail.com or if you wanna call me, my cell number is (612)555-9876. U should totally drop me a line and we'll hang out.

Oh yeah....I'm sposed to send U a question....how did u fix that issue on the projekt?

C ya

Understanding Sender Responsibilities

Listening: Do you take the time to understand the recipient's response?

Hello John,

I am glad to hear about your interest in marketing and baseball.

I am not quite sure what you are asking of me. I noticed that you asked about project however I am not sure what project you are referring to. If there is any other way that I could assist you, please let me know.

Thank you,
Bob

Understanding Sender Responsibilities

Purpose: Asking for work project advice from a co-worker.

Hello Mr. Smith,

My name is John. I am a new hire and my supervisor, Helen, recommended that I reach out to you for project advice.

I was interested in improving my skills in marketing and took on a marketing project whose foundation is built off of your previous work. Helen informed me that we have a shared interest in baseball. If you are available, I would definitely be interested in hearing about your experience in working on the project. Please let me know what would be the best way to stay in contact with you. My email contact is bob.marketing@myemail and my phone contact number is (612)555-9876.

Thank you,
John

Following Netiquette

framework of accepted behaviours when communicating online

Make Real People a Priority

Give your complete focus to your recipient

01

Use Respectful Language

Speak/write in a courteous manner

02

Prompt Responses

Respond in a timely manner

03

Make Real People a Priority



Give your undivided attention to your recipient



Avoid distractions or things that pull your attention away

Communication Style



**Clear and Concise
Language**



**Thorough
Responses**



Proper Tone

Communication Style



Are you focused on the topic at hand?



Do you cover all of the important points?



Do you follow the norms for formal communication?



Are your responses orderly?

To: James A.

From: Terry Johnson

Subject: Today's Meeting

Hey Mr. James!

I am looking forward to seeing you today for our meeting. I've attached the materials needed for our discussion. Let me know if you have any questions.

Regards,
Terry Johnson
B.S. Engineering Student

To: James A.

From: Terry Johnson

Subject: [Materials for Today's \(9/13\) Advising Meeting](#)

[Hello](#) Mr. [Anderson](#),

I am looking forward to seeing you today [\(9/13\)](#) for our [advising](#) meeting. I've attached the materials needed for our discussion. Let me know if you have any questions.

Regards,
Terry Johnson
B.S. Engineering Student

To: John Doe

From: Jane Smith

Subject:

Hey John, We talked a couple weeks back at the chamber of commerce event. (I was the one looking for a summer internship and had a zit on my lip that could have passed for a cold sore. Lol. Whew. It was not.

I'd really like to come work for you at your IT business. You seemed like a cool person to work for, I liked ur striped pants. I'm available to start working on Monday, but I am taking my driver's test in June and have to study and go an hour and half away to take it at an easier place cause I'm not a great driver so I'll miss a few days. I am also going to the beach with friends for a week in July. I've attached my resume, it's the bomb dot com. Let me know if you have a job opening for me. I can't wait to play on some computers. If I don't respond to your email, I'm always on FB, snapchat or insta!

Peace out,
Jane

To: John Doe

From: Jane Smith

Subject: Inquiry Concerning Summer Internship

Hello Mr. Doe,

I hope you are doing well. My name is Jane Smith and I am an IT student. We had met during the chamber of commerce events a few weeks ago and I enjoyed our discussion.

You had mentioned during the conversation that your IT business may potentially have an internship this summer and I wanted to follow up with you on that point. I have also attached my resume for your reference.

Thank you for your consideration,
Jane

Prompt Response

Technology

Time Frame

Video/Voice Call

Immediate response. It is the same as in-person communication where it is in real time.

Chatbox

Immediately or within about 15 minutes. There is some extra leeway for responses given the expectation.

Email

Immediately or within a day. There is an understanding that email is similar to a letter and responses are not immediate.



Q&A

Do you have any
questions?



Thanks!

Johnny Zhou
johnnyy@hawaii.edu
University of Hawaii at Mānoa

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