

MAKING SOCIAL CARE TECHNOLOGIES ACCESSIBLE TO ALL

Topic 1.1. Online collaboration tools

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1. Course Introduction

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1. Course Introduction



1.1. Course overview

What is the course about?

The curriculum aims to provide care workers with increased capacity and confidence in the effective use of online collaboration tools such as, but not limited to, Microsoft suite, Google suite and other popular tools such as Zoom, Slack, etc.. The curriculum focuses on improving the practical use of online collaboration tools within the care sector.

Why does it matter?

SociALL project's transnational-research pointed out that online collaboration tools have, in many cases, not yet managed to facilitate communication and collaboration between care workers on the field and their organization. This curriculum is thus particularly important for workers, as it might induce a significant gain in efficiency and comfort for many of them, while allowing their organisation to accelerate its digital transformation.

1. Course Introduction



1.2. Target group

Who is the course for?

The target audience includes virtually all professionals working in the care sector, including social workers, counsellors, healthcare providers, management, and support staff. Indeed, all these individuals are committed to providing care services and seek to enhance their collaboration and communication skills through digital tools, to the benefit of their patients.

Can I follow it?

You should have a basic familiarity with using computers and the internet. Proficiency in using email and basic office software is beneficial but not mandatory. No prior experience with the specific collaboration tools covered in the course is required, although having a quick look at them before taking the course can be beneficial.

1. Course Introduction



1.3. Training objectives

What can I learn from the course?

- Understanding the **role of collaboration tools** in care organizations and their **possible use cases**
- Understanding the **different functions** of these tools and the associated software
- Becoming **proficient in the daily use** of these tools and mastering the basic features
- Becoming more **confident** in one's ability to use online collaboration tools at work
- Changing **behaviours** to adopt globally accepted best practices in the use of these tools
- Knowing where to get **support** to solve technical problems in the use of these tools

1. Course Introduction



1.3. Training objectives

What will it change?

By the end of the training, participants and their organization will be able to better:

- **Improve the quality** of their communication and coordination
- **Increase the volume** of communication and coordination
- **Implement several processes** around their online collaboration tools to improve work conditions
- Express **increased confidence** in their organization's ability to have a good flow of information and communication through online digital tools
- **Witnessing less gaps of information** and situations created by incomplete communication

1. Course Introduction



1.4. Format and indicators

How is this training carried out?

In order to create access to digital learning and ideally for independent further training, it is necessary to guide and activate the participants through face to face workshops. Online workshops, online coaching and learning materials in various forms digital/online are offered for deepening and consolidation.

How is the training organized?

- **Three face to face workshops** a 3-4 units
- Max. **10 participants**/workshop
- It is recommended to **attend all workshops** to ensure **continuity** and **maximum learning success**

2. Workshop Email and Calendar

- 2.1. Introduction and General Information
- 2.2. Practical Application, Useful Tips and Tricks
- 2.3. Best Practices Recommendations

2. Email and Calendar

2.1. Introduction and General Information

Examples: Gmail, Yahoo, GMX, Outlook / Hotmail, etc.



2. Email and Calendar



2.1. Introduction and General Information

Comparison of webmail via browser or email program or app

E-Mail

- E-Mails are stored locally on the computer
- Reading, creating and deleting emails is possible even without the Internet
- Software for the email program is installed locally on the computer

Webmail

- Emails are stored in the “cloud” (space on the internet)
- Internet connection and a web browser must be available to process emails.
- No email program needs to be installed locally

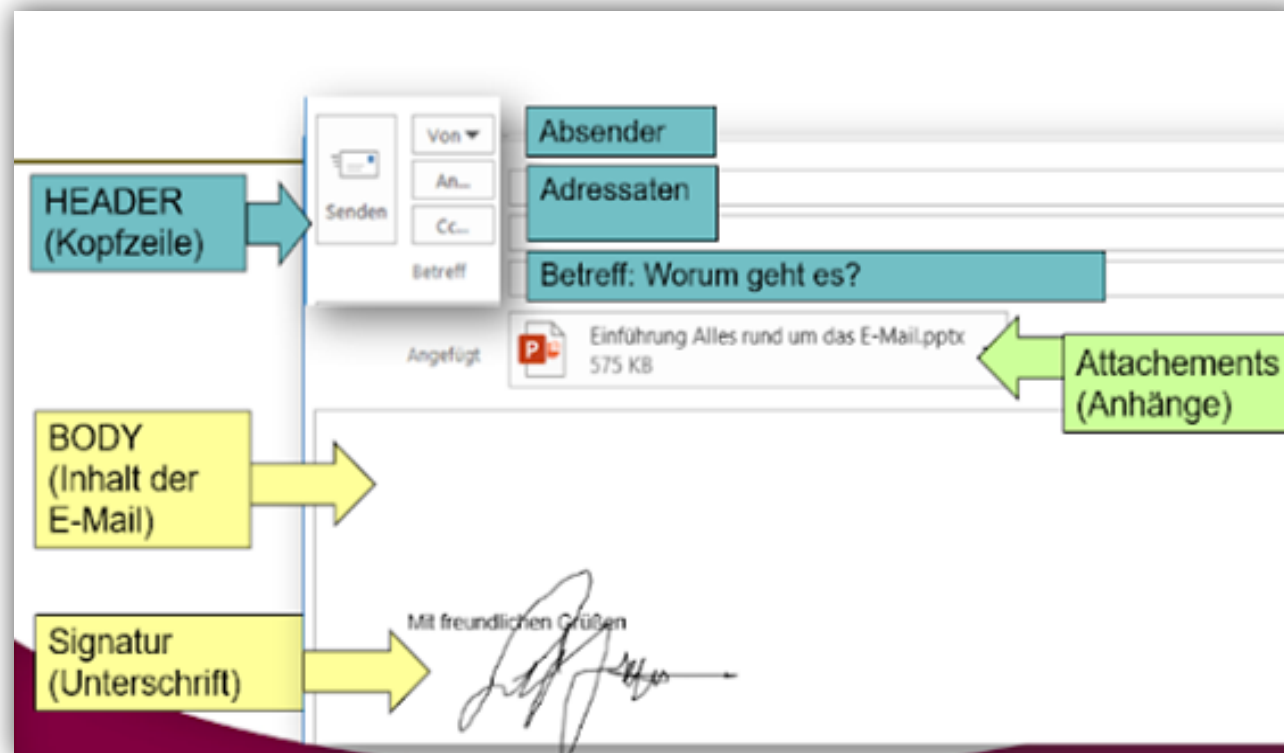
Many email providers also offer a calendar function, which is already integrated into the email tool

2. Email and Calendar

2.2. Practical Application, Useful Tips and Tricks

Sending emails / Fields of an email

- Additional recipients can be entered in the cc or bcc field
- If bcc is used, each recipient only sees their own address

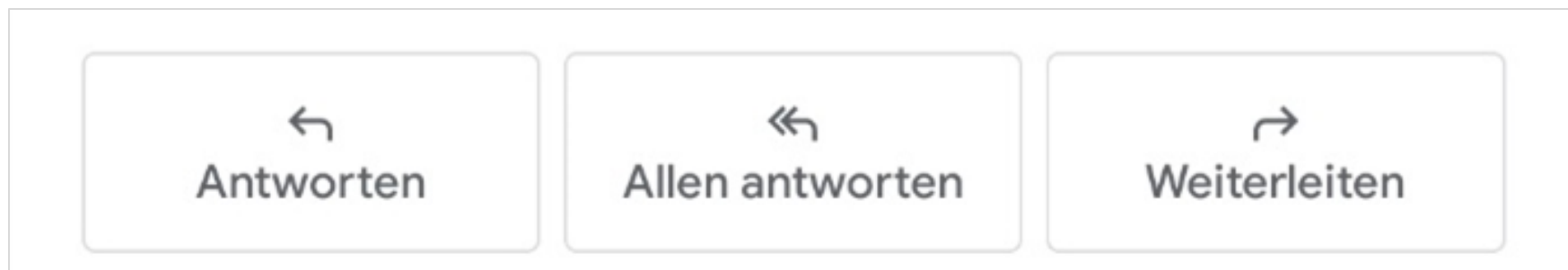


2. Email and Calendar

2.2. Practical Application, Useful Tips and Tricks

Answering and forwarding emails

- Open the message you want to reply to or forward. You will see icons at the beginning and at the very end of the email.
- The arrow pointing to the left means reply, the arrow pointing to the right means forward:



2. Email and Calendar

2.2. Practical Application, Useful Tips and Tricks

Useful tips



- ✓ “Reply All” function
- ✓ Edit email before forwarding; unsubscribe newsletter
- ✓ Use spam filters
- ✓ Create recipient groups
- ✓ Undo send/schedule send
- ✓ Creating folders and sorting emails, setting automatic reply, creating signature



- ✓ Flags, stars and marking of emails that need attention
- ✓ Automatic signatures
- ✓ Out-of-office messages
- ✓ Delete emails from the bin
- ✓ Keyboard and mobile shortcuts for emails
- ✓ Set up rules for automatic moving, use search field

2. Email and Calendar

2.2. Practical Application, Useful Tips and Tricks

Adding attachment

The maximum attachment size depends on the email provider and is approximately 20 MB



- ✓ Use of cloud or data transfer (e.g. WeTransfer) for large or many attachments
- ✓ Documents should be sent in pdf-format

Using calendar

Creating appointments, sending invitations to meetings by email, sharing and subscribing of calendars



- ✓ Assign colours for different calendars
- ✓ Have holidays entered automatically
- ✓ Set and manage reminders

2. Email and Calendar

2.3. Best Practices Recommendations

Security



- ✓ Checking of sender address before clicking on attachments or links in an e-mail
- ✓ A secure password should be chosen for the e-mail inbox that is not used for any other applications (my e-mail address is like my ID on the internet)
- ✓ Use two factor authentication if possible

Arrange the use of shared calendars with colleagues and plan appointments

Private appointments are marked as “unavailable”

Regular clean-up of digital workspace (delete no longer required contents)

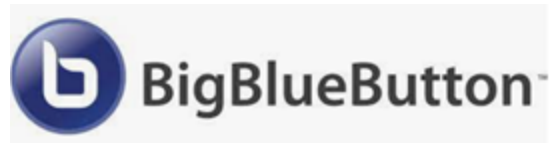
3. Workshop Instant Messaging and Virtual Meetings

- 3.1. Introduction and General Information
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3. Instant Messaging and Virtual Meetings

3.1. Introduction and General Information

Examples: WhatsApp, Signal, Facebook Messenger, MS Teams, Skype, WebEx, Zoom, BigBlueButton....



Initial installation of applications

Download and run the installation file from the official homepage of the respective provider

3. Instant Messaging and Virtual Meetings

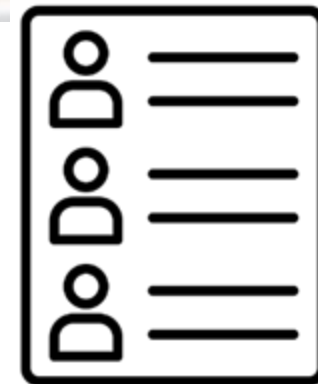
3.2. Practical Application, Useful Tips and Tricks

Messenger user interface

settings, contact list, chat history, adding attachments



- ✓ Status (available, do not disturb, etc.)
- ✓ Reactions
- ✓ Notifications settings
- ✓ @mentions
- ✓ How to view all contacts
- ✓ How to add new contacts
- ✓ How to create contact groups



3. Instant Messaging and Virtual Meetings

3.2. Practical Application, Useful Tips and Tricks

Creating and managing of group chats

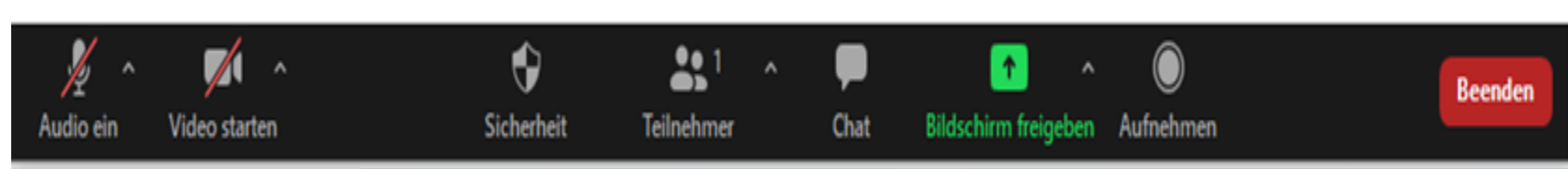
User interface of video conferencing software

Depending on what the workshop participants use (e.g. Zoom or MS Teams)

Getting to know typical buttons (mute, camera off/on, raise hand, set status, show and hide chat/participant list...)



- ✓ Difference between admin/moderator role and participant role
- ✓ Screen sharing
- ✓ Phone-dial options

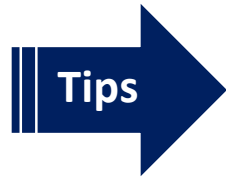


3. Instant Messaging and Virtual Meetings



3.3. Best Practices Recommendations

Set up the work environment before the video conference



- ✓ Check the lights and computer setup
- ✓ Check the microphone and webcam
- ✓ Internet speed test

Create an online meeting yourself



- ✓ Define an objective to the meeting
- ✓ Design and send out an invitation
- ✓ Share an agenda in advance

3. Instant Messaging and Virtual Meetings

3.3. Best Practices Recommendations

Conduct an online meeting



- ✓ Define rules for online-interaction
- ✓ Keep camera on if you can for better interactions
- ✓ Keep eye on the chat-function
- ✓ Take minutes of the meeting

Use further applications for video conferences



- ✓ E.g.: online whiteboard, surveys...

4. Workshop Document Management and Cloud

- 4.1. Introduction and General Information
- 4.2. Practical Application, Useful Tips and Tricks
- 4.3. Best Practices Recommendations

4. Document Management and Cloud

4.1. Introduction and General Information

Examples: Google Drive, One Drive, iCloud, Dropbox, Next cloud...



4. Document Management and Cloud



4.1. Introduction and General Information

General benefits of cloud services

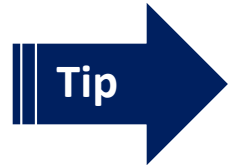
- Since the data is not stored on a specific computer but on the Internet, it can be accessed from anywhere using any device with an Internet connection.
- The data is stored centrally in a data center, not on a specific device. So if the device is lost or the hard drive breaks, your data is still there.
- You can also allow other users to access the data, a team can work on the same table or text.

4. Document Management and Cloud

4.2. Practical Application, Useful Tips and Tricks

Basics of file management

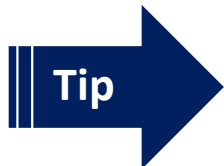
Depending on the participants' prior knowledge



- ✓ Creating folders and renaming/copying/moving files is different on a smartphone or tablet than on a PC

File upload to the cloud, folder creation, file search

Think through file naming and store it in a structured manner



- ✓ Shortcuts, quick access and recently viewed documents to increase productivity

4. Document Management and Cloud

4.2. Practical Application, Useful Tips and Tricks

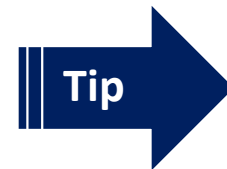
Sync between cloud service and file explorer, offline mode settings

Share files or folders online



- ✓ Share for editing or just for viewing - depending on your needs
- ✓ Share cloud-stored documents rather than download and share hard-copies

Work together on a document



- ✓ Work with notes; track changes; colour code different authors

4. Document Management and Cloud



4.3. Best Practices Recommendations

Activate automatic synchronization for certain folders if necessary

For automatic backup and to always have files available on multiple devices

Agree on responsibility when working together on documents

Take care of data protection and copyright

Thank you for your participation and ideas!

