CyberPeace
Modes of
Online Communication
A CyberPeace Foundation Presentation

Digital communication uses technology to reach a larger audience in minimal time and with minimal effort, thus helping in the quick and efficient dissemination of information.

We shall cover

- Types of communication
- Communicating styles
- Communication platforms
- How much and what to share and with whom
- Safe practices fir secure communication

The safest communication method is talking face-to-face.

Online, we have to consider many factors to make communications safe.

Communication Styles
Offline Vs. Online

Offline Communication

Verbal: Face-to-face with one or more people; telephonic conversations using traditional sets; radio and TV broadcasts

Non-verbal: body language; tone; eyes; gestures; attire and actions

Written: Letters; handwritten or typed memos; messages in school diaries; printed books and magazines

Signs: Sign language; mime

Visuals: Charts; maps; logos

Digital Communication

Verbal: Calls via smartphones; video calls; audio messages; recorded videos; live-streaming of content; OTT platforms

Non-Verbal: Use of emoticons and emojis

Written: Webpages; E-mails; messages via messaging apps, Chat boxes, gaming apps; PDF docs and PPT; popups on screens; notes and memos from the institution where one studies or works; shared drives; Blogs and micro-blogs

Visual: Video blogs; podcasts; recorded videos

Despite its various advantages, digital networking has some limitations that may hinder smooth and efficient communication

How Do Digital Users Communicate?

- **Encrypted e-mails:** Gmail, Outlook
- **File-sharing apps:** OneDrive, Google
- **Encrypted IM Apps:** Messenger, Telegram, WeChat, Signal, Viber, Threema, Text Vault
- **Video and Image Hosting apps:** YouTube, Vimeo
- **Chatrooms:** Omega, Chatroulette, MeetYou.Me
- **Gaming apps:** Discord
- **Social media apps:** Meta, Insta
- **Blogs and micro-blogs:** Twitter, TechCrunch
- **Professional networking:** LinkedIn

Points to Keep in Mind While Using Comm Tools

Social media Apps

- Help us to connect, communicate, and build relationships.
- They enable us to reach out to the maximum number of people and build a trusted, dependable clientele, audience, or peer group.
- Need to stay authentic, interesting, and relevant.

File Sharing Apps

- Very useful for a large number of people, working in an organization, to share, discuss and work on the same files.
- Downloading a file through a P2P network is generally riskier than downloading it from a website, for bad actors can send along malware.

Instant Messaging Apps

- Real-time messaging that enable users to exchange voice, video, text, attachments, file links, etc
- Have become very popular with digital users
- Increasingly used by Customer Support of various businesses
- Can lead to sharing of malware and data breach

Video and image Hosting Apps

- Users can upload, manage and share their photos and videos, both publicly or privately
- They are usually safe unless the password gets breached

Chatrooms

- Maybe moderated, unmoderated, or banned(blacklisted)
- Banned ones usually contain inappropriate words
- They can become addictive for those who use them

Gaming Apps

- Some games include chatboxes like JailBreak, Wild West
- Gamers often use chat apps like Discord, TeamSpeak3, Skype, Steam Chat to connect
- Some games, like Call of Duty, also offer Voice chats

Encrypted Emails

- Encryption prevents unauthorized people from reading messages, by scrambling conten

Blogging and Micro-blogging apps

- A blog is a website where users upload their original entries or share with permission, content on specific or specialized topics. E.g; mashable, Engadget
- Microblogs are limited in word count or timing and are a more regular affair, shared on social media sites to garner faster attention and response. E.g; Pinterest, Twitter

Professional Networking Apps

- Help to connect users with other professionals in their field; look for new openings; share knowledge
- Help users to find support and solutions to their doubts and queries

What Can Go Wrong?

- **Misinterpretation of verbal content**

  Absence of body language
  Wrong choice of words
  Differences in customs and styles

- **Misinterpretation of written content**

  Impatience
  Incorrect writing style
  Grammatical errors
  Wrong use of caps

- **Fake content**

- **Malinformation targeting government, institutions, specific individuals, or communities to create disturbance**

- **Defamation**

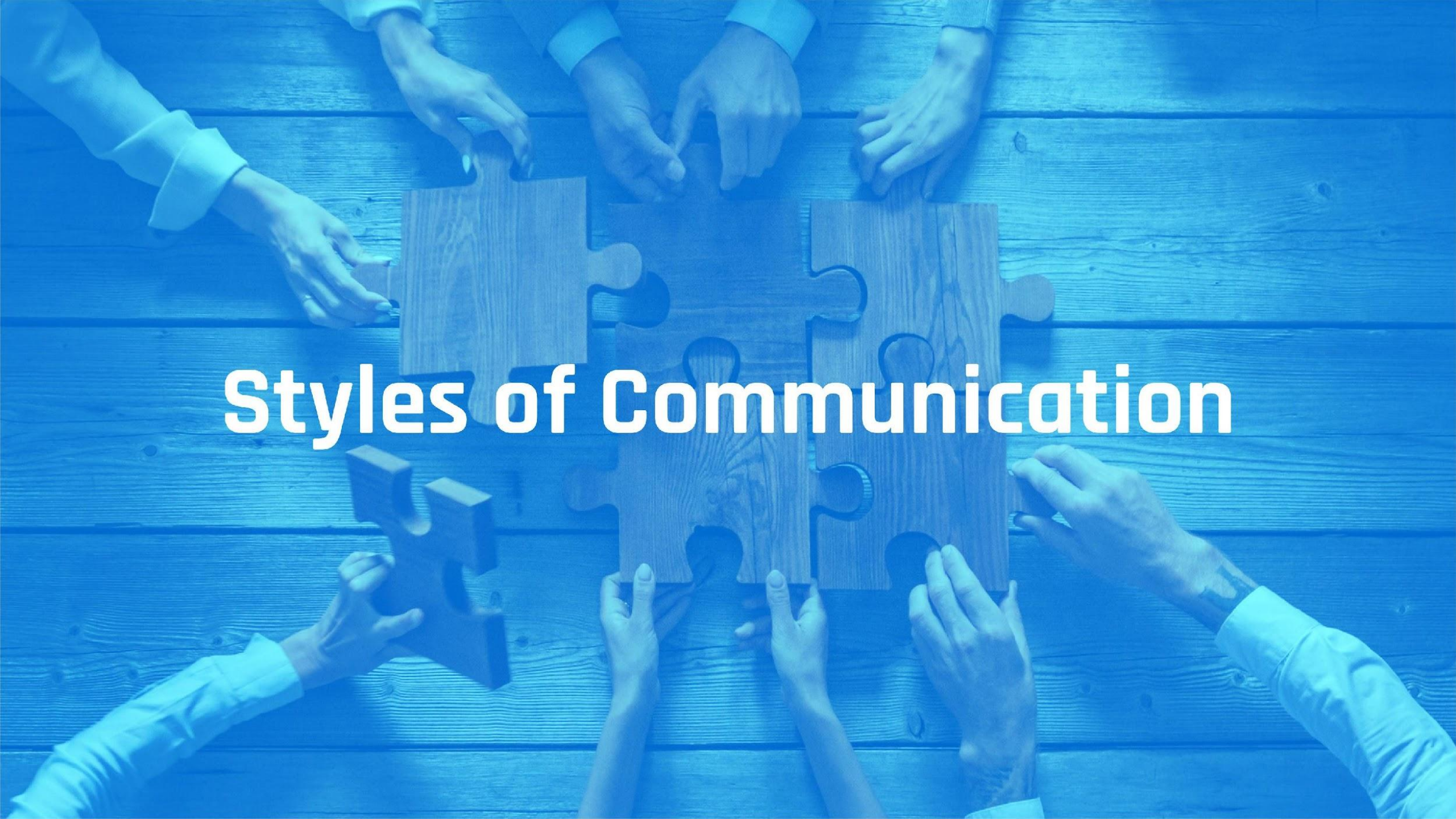
- **Cyberbullying and hate-mongering**

- **Quarrels, trolling, abusing**

- **Grooming**

- **Brainwashing**

- **Scams**


Styles of Communication

Who Are You Networking With?

Formal

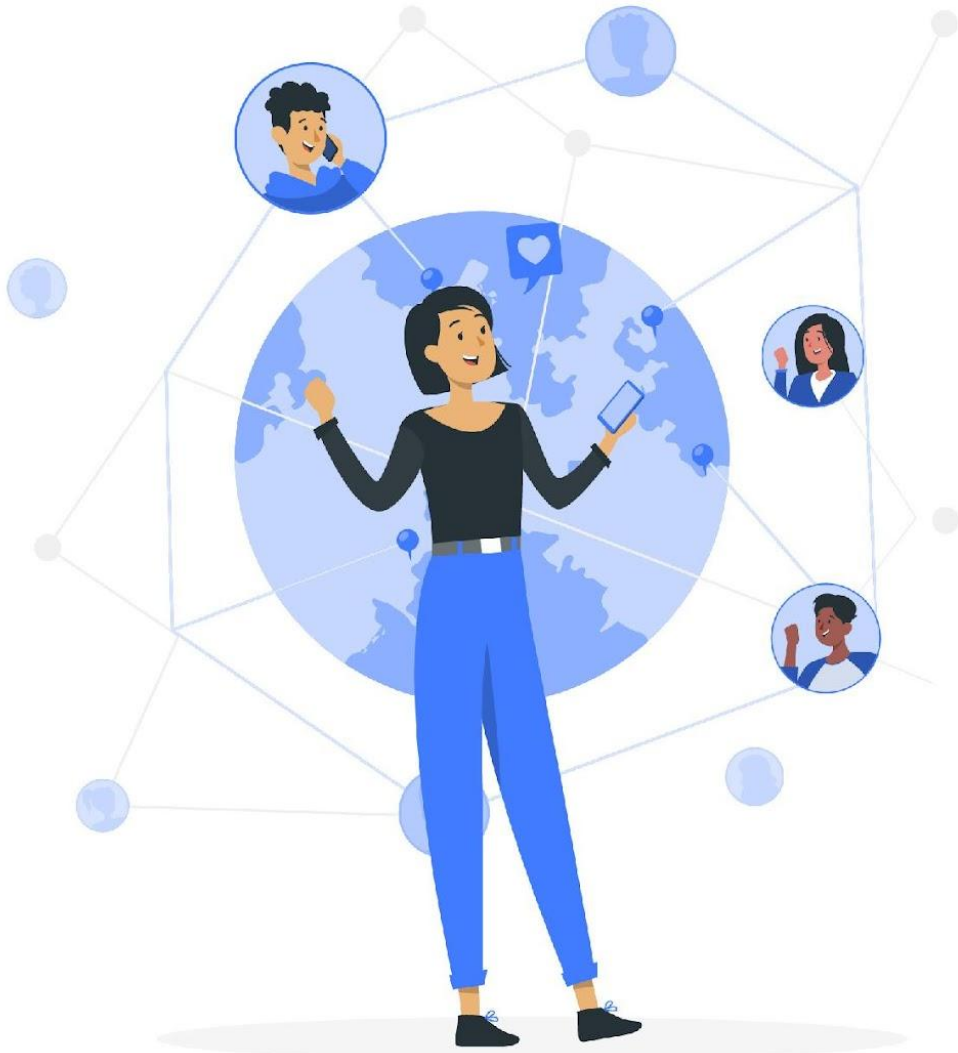
- Emails, notes, queries, shared drives

Informal

- social media apps, gaming sites, chatrooms

Semi-formal

- Website helpline, Govt websites, app chats, reporting portals
- Videos, audio recordings



Efficient and Effective Communication

Good digital communication implies a complete absence of ambiguity, precise content, correct interpretation and response to messages, and responsible use of the digital medium

Steps to Ensure Proper and Safe Communication

- Keep all your account at max safety limits
- Passwords should be tough-to-guess and kept private
- Keep auto updates on to enable vulnerability patching
- Research and review websites before entering into communication
- Verify before uploading or sharing sensitive documents (email spoofing)
- Be mindful of what you say, how you say it, and to whom you say it to

- Use secured communication channels
- Avoid clicking on unsolicited links or downloading unsolicited attachments. Bad actors can compromise your account and use it to communicate fake/incendiary content
- Double-check content clarity, accuracy, summary, and authenticity before sharing or forwarding

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CyberPeace

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