



6. INTERACTIVITY

How to use chat as a way of communication

CONTEXT

The use of chat is widespread: it offers significant advantages in terms of speed and agility in managing groups and is useful for organising meetings and exchanging opinions, sharing videos, photos, texts, and links. However, problems of misunderstanding can arise from the mood of the reader (e.g. the tone is misinterpreted).

THEORETICAL BASIS

The knowledge and application of basic communication rules in chat constitute the solution to avoid or mitigate this type of problem. The teacher can act as a mediator to resolve problematic situations, help avoid direct disagreement, and repair emerging conflict by seeking to support understanding of different points of view.

ACTIVITY IN A NUTSHELL

Experiment with the use of chat in organising a trip/cultural visit: group discussion via chat about the destination and how to organise the visit.

Activity/Solutions

CONTACT TYPE

Online/hybrid

TIME NEEDED

20-30 minutes

NUMBER OF PARTICIPANTS

5-15

ACTIVITY TYPE

Group work

TARGET GROUP

- Adult learners
- Senior learners

VARIATION OF THE ACTIVITY

The activity is easily adaptable to any target group by changing the type of event to organise.

Goal

- To teach participants how to use chat correctly and effectively.
- To improve online communication.
- To stimulate the active participation of all members, and thus, improve the cohesion of the group.

How to prepare

- Prepare illustrative material relating to the alternative destinations to choose from.
- Prepare a netiquette for the use of chat, which is to be shared with the group:
 - a) Chat should not be used in the same way as email; messages must be short to allow interaction.
 - b) Avoid jokes and sarcastic comments.
 - c) The use of emoticons can help understanding, but one should not exaggerate.
 - d) Do not write ambiguous messages so as to avoid the risk of negative interpretations.

Activity step by step

1. Check that everyone has the chat application and knows how to use it.
2. Share the rules of the chat with the group (e.g. slide projection).
3. Present two alternative destinations for a trip (preferably one day only) through photos, and share some general information about them.
4. Ask the participants to give their opinion about the destination through chat (max. time 5–8 min).
5. Examine the answers, indicate the destination chosen by the majority of the participants, and invite them to make proposals on the general programme (vehicle to use, departure and arrival, what to visit, and travel date ...); everyone must participate in the discussion by giving their opinion, but they do not have to answer to all points (10–15 minutes).
6. At the end, summarise the outcome of the discussion and evaluate the participation and correct use of chat by the participants.