ANDIJAN STATE PEDAGOGICAL INSTITUTE

Lecture materials · 2026–2027 academic year

SUBJECT

Information Systems and Digital Technologies

Lecture 18 · Communication Tools and Techniques

2 hours

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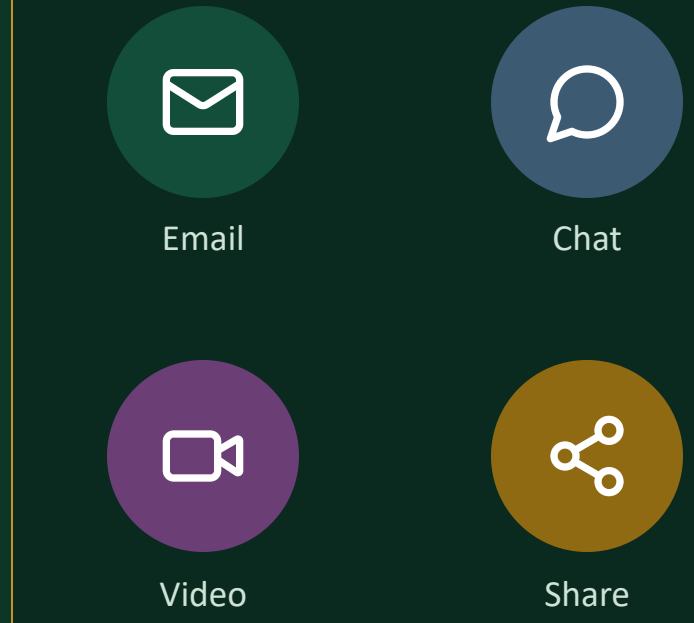
LECTURE 18 · 2 HOURS

FUNDAMENTALS OF COMPUTERS · TOPIC 11

Communication Tools and Techniques

Email, messaging and collaboration in the digital world

To: · Cc: · Bcc: · @mention · Share



Four ways to reach people online

How did you communicate yesterday?

- Email
- Chat app
- Phone call
- Video call
- Shared document
- Class group

Tick the ones you used. Which one did you use most?

Think – Pair – Share (3 min)

1 Which messages needed an instant reply? Which could wait?

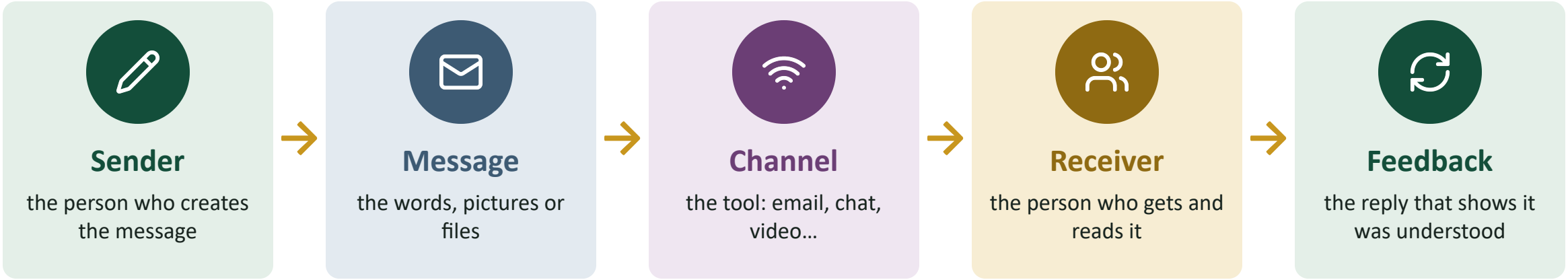
2 Which one was the most formal? Why?

3 Did any message cause a misunderstanding?

By the end of this lesson, you can…

1. **Explain** the parts of communication and the difference between synchronous and asynchronous tools.
2. **Write** a clear, polite email using To, Cc, Bcc, a subject line and attachments.
3. **Use** instant messaging and video meetings with good etiquette.
4. **Collaborate** on shared documents with the right permissions and version history.
5. **Protect** yourself online: spot phishing and follow netiquette.

Every message has five parts



Noise

Anything that blocks understanding:

- a weak connection
- unclear words
- typing mistakes
- the wrong tool

Digital channels add…

Speed — messages arrive in seconds

Reach — one message to hundreds of people

A record — written messages can be saved (or leaked!)

Synchronous or asynchronous?

Synchronous

at the same time — live

Examples

video call · phone call · live chat · online lesson

\+ instant answers and feedback

– everyone must be free at the same time

Asynchronous

at different times

Examples

email · forum post · comment on a shared document · recorded lesson

\+ reply when you are ready; time to think

– answers can be slow

Rule of thumb: urgent → synchronous. Needs thought or a record → asynchronous.

CHECK FOR UNDERSTANDING

Live or later?

A	You join a Google Meet lesson at 9:00.
B	You email your homework to your teacher.
C	You leave a comment on a shared document.
D	You phone your grandmother.
E	You post a question on the class forum.
F	You chat live with a classmate who is online.

Write S or A

S = synchronous (live)

A = asynchronous (later)

Bonus: which activity could be either? Explain.

The parts of an email

New message

From: aziza.rahimova@school.uz

To: k.karimov@school.uz

Cc: parent.rahimova@mail.uz

Bcc: —

Subject: **Physics project – draft for your feedback**

`project_draft.pdf  (1.2 MB)`

Dear Mr Karimov,

Please find the draft of our physics project attached. Could you check section 2 by Friday?

Thank you,

Aziza Rahimova, 9B

To — main receiver(s)

Cc — copy — everyone can see it

Bcc — hidden copy — others cannot see it

Subject — the topic in a few words

Attachment — a file sent with the message

Signature — your name and class or job

Writing an email people want to read

BEFORE ✗

Subject: hi

hey send me the thing asap!!!

AFTER ✓

Subject: History homework – question about task 2

Dear Ms Tursunova,

Could you explain what “primary source” means in task 2? Thank you!

Bekzod Aliyev, 9A

Six rules

1. Write a clear subject line
2. Start with a greeting, end with a closing
3. One topic, short paragraphs
4. Be polite — no ALL CAPITALS
5. Attach the file and mention it in the text
6. Read it again before you click Send

Useful email buttons and folders

Reply

answers only the sender

Reply all

answers everyone on the message — use with care

Forward

sends the message on to someone new

Drafts

unsent messages saved for later

Folders & labels

keep your messages organised

Spam

junk and suspicious mail goes here

Search

find an old message in seconds

Schedule send

sends the message later, automatically

Formal email (teacher, office): full sentences. Informal (friends): shorter — but still polite.

CHECK FOR UNDERSTANDING

Email detective

01 Your parent should see an open copy of your email to the teacher. Which field?

02 You email 40 parents and must hide their addresses. Which field?

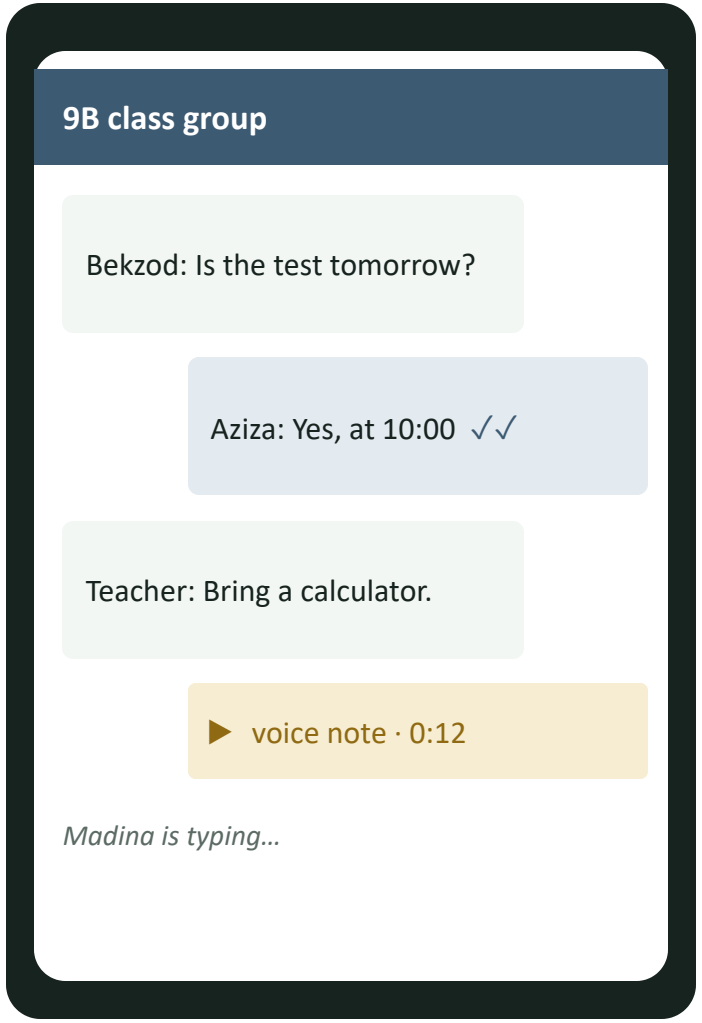
03 In a big group email, your answer is only for the sender. Which button?

04 You pass a teacher’s message to a classmate who did not get it. Which button?

05 Improve this subject line: “stuff”

06 What is missing from “send me the file”?

Instant messaging: fast and informal



Features

- One-to-one and group chats
- Channels: one sender, many readers
- Voice and video notes
- Files, photos and links
- Read receipts and online status
- End-to-end encryption: only the sender and the receiver can read

Popular apps

- **Telegram**
- **WhatsApp**
- **Signal**
- **Microsoft Teams**
- **Slack**

+ fast, mobile, easy

– interruptions; easy to misunderstand; spreads fast

Good manners in chats and groups

✓ DO

- Keep the class group for class topics
- Keep voice notes short — or type
- Check facts before you forward
- Ask before sharing someone’s photo or number

✗ DON’T

- Send messages late at night, unless it is urgent
- Flood the group with stickers or chain messages
- Forward fake news or rumours
- Write in anger — wait, then reply

Video conferencing: meeting from anywhere

Zoom | Google Meet | Microsoft Teams

Mute / unmute
silence your microphone

Chat
type questions and links

Camera on / off
show or hide your face

Breakout rooms
split into small groups

Share screen
show your slides or work

Record
only with everyone's permission

Raise hand
ask to speak politely

Meeting etiquette

- Test your microphone and camera first
- Join on time, with your real name
- Find a quiet, well-lit place
- Mute when you are not speaking
- Raise your hand instead of interrupting
- Close private tabs before sharing your screen

CHECK FOR UNDERSTANDING

Which tool fits?

01 Remind the whole class about tomorrow’s test.

02 Apply to a summer school with your CV attached.

03 Four students write one report together.

04 A teacher explains a topic live to students at home.

05 A quick question to a classmate who is online.

06 Keep and share 200 photos from the class trip.

Choose from:

- Email
- Messaging
- Video conference
- Shared document
- Cloud storage

Collaboration platforms: working together online

Online tools that let people work on the same files and tasks — from anywhere, at any time.

Shared documents

Google Docs, Word online

Cloud storage

Google Drive, OneDrive, Dropbox

Team workspaces

Microsoft Teams, Slack

Task boards

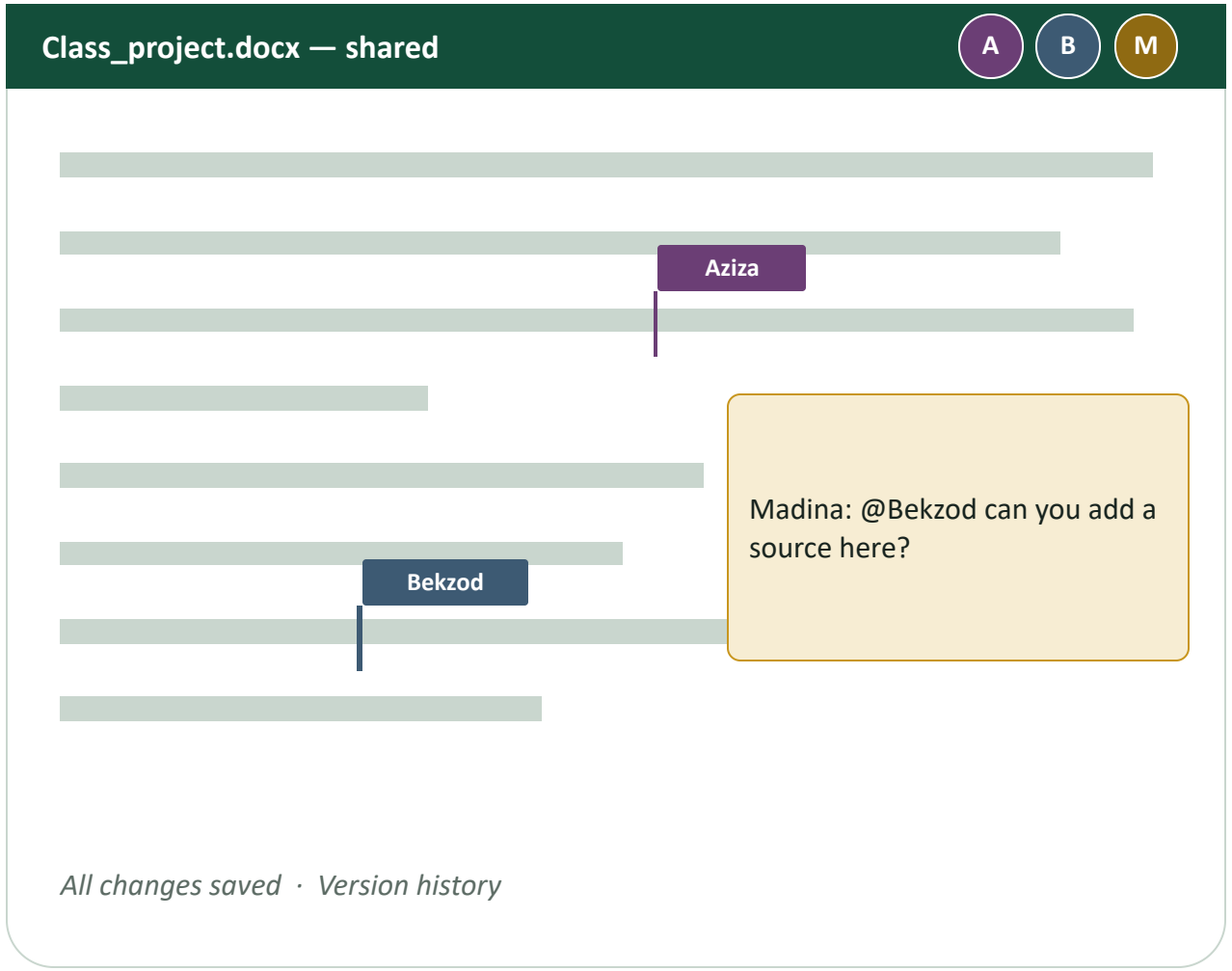
Trello, Microsoft Planner

Learning platforms

Google Classroom, Moodle

In the cloud: files live on Internet servers, so everyone always sees the latest version.

One document, many authors



Real-time co-editing
several people type at the same time

Comments and @mentions
ask a question or tag a person

Suggesting mode
propose changes; the owner accepts or rejects them

Version history
see and restore earlier versions

Auto-save
every change is saved at once

Sharing: who can view, comment or edit?



Viewer

can read only



Commenter

can read and add comments



Editor

can change everything



Restricted

only the people you add can open it



Anyone with the link

whoever gets the link can open it — even strangers

Rule: give the lowest permission that is enough. Never put private data behind “anyone with the link”.

CHECK FOR UNDERSTANDING

Share it safely

A	Parents should read the class newsletter but not change it.
B	Your teacher leaves notes on your essay without editing it.
C	Your partner writes half of the report.
D	Someone deleted a paragraph by mistake.
E	You want Madina to look at one sentence.
F	A file with students’ phone numbers must stay private.

Choose from

- Viewer
- Commenter
- Editor
- Version history
- @mention in a comment
- Restricted link

Choosing the right tool

IF YOU NEED…	USE…
an instant answer from someone who is online	**Instant messaging**
a formal message, a record or attachments	**Email**
to talk face to face or explain something live	**Video conference**
to work on the same file with others	**Shared document**
to tell many people at once	**Channel, group or mailing list**

Ask yourself: How urgent? How formal? Who needs it? Does it need a record?

Netiquette: good manners online

Net + etiquette: the rules of polite, respectful behaviour on the Internet.

01

Be kind and respectful

There is a real person behind every screen.

02

Think before you post

Posts can stay online for ever: your digital footprint.

03

NO ALL CAPITALS

Capital letters look like shouting.

04

Respect privacy

Don’t share other people’s photos, numbers or messages.

05

Check before you share

Make sure news is true; name your sources.

06

Keep it short and on topic

Respect other people’s time.

07

Use correct spelling

Especially in formal messages.

08

Stand up to bullying

Don’t join in — report it.

Staying safe: spot the phishing

Inbox

From: security@paynet-uz.help-desk.xyz (1)

Subject: **URGENT: your account will be blocked!** (2)

Dear customer,

confirm your password within 1 hour or you will lose your money. (3)

Log in now (4)

Warning signs

1. A strange sender address
2. Urgency or fear
3. Asks for a password, code or card number
4. A link or button to a fake site

Protect yourself

- A strong, different password for each account
- Turn on two-factor authentication (2FA)
- Never share one-time codes
- Log out on shared computers

CHECK FOR UNDERSTANDING

Phishing or safe?

01 “Your account is blocked. Click here within 1 hour and enter your password.”

02 From your teacher’s school address: “Tomorrow’s lesson is in room 12.” No links.

03 “You won an iPhone! Pay a 50 000 so‘m delivery fee.”

04 Just after you log in yourself: “Your code is 4821. Do not share it.”

05 A friend’s account: “Send me the code you just got, quick!”

06 A link to paynet-uz.secure-login.xyz asks for your card number.

Write P (phishing) or S (safe) — and give one reason.

Communication tools around you

SCHOOL

Homework is posted in Google Classroom

→ Learning platform + email

WORK

A team writes a report in Microsoft 365

→ Shared document + Teams meeting

FAMILY

Relatives share news in a Telegram group

→ Instant messaging

GOVERNMENT

Applying for a service on my.gov.uz

→ Online forms + email / SMS updates

HEALTH

A doctor talks to a patient in another city

→ Video conference (telemedicine)

SCIENCE

Researchers from five countries write one paper

→ Cloud storage + version history

Review: can you answer these?

01 What are the five parts of communication?

02 Give one synchronous and one asynchronous tool.

03 What is the difference between Cc and Bcc?

04 Name three rules for a good email.

05 When is Reply all a bad idea?

06 Name three video meeting controls.

07 What can a Commenter do that a Viewer cannot?

08 Give three warning signs of phishing.

Exit ticket

Answer on a slip of paper before you leave.

1. Write a clear subject line and a greeting for an email asking your teacher for one more day.

2. Your group must edit one presentation together this weekend. Which tool, and which permission?

3. Name two warning signs that a message is phishing.