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Diabetic foot care training of
trainers – online
communication and learning

*“The single
biggest problem
in communication
is the illusion that
it has taken
place”*




George Bernard Shaw

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Human communication

- Communication developed face to face, as an essential survival tool
- Allows us to share information, ideas and emotions
- Communication can include gestures, body language, facial expression, eye contact and voice.



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Online communication

- Includes any form of communication that is facilitated by a computer or smart phone
- Has increased our ability to connect with others, learn, share and work together nationally and internationally.



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What are the downsides?

- Online communication can be harder to understand – why?
- It is the **exact opposite** of human, face to face interaction on which we have relied on for generations.



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205 billion emails are sent each day



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Issues created by using email

1. We overestimate our ability to communicate accurately and effectively in an email
2. We overestimate our ability to understand emails that are sent to us.



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Negatives of email

When we communicate by email we:

- Are less likely to cooperate...and feel justified in not cooperating
- More confident to lie...and we feel entitled to do so
- We evaluate the other person communicating with us more harshly
- We experience reduced feelings of social responsibility, may be less likely to reply quickly
- **We have a survival instinct to assume that the other person is probably 'being mean to us', and we invent all sorts of justification to 'be mean' back to them.**



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Potential downsides of video meetings

- Restricted vision of surroundings
- Reduced variety of stimulus
- Audio on computer does not allow for real tones and variety in the human voice
- Lack of easy emotional cues
- Lack of natural turns speaking
- Lack of eye contact and emotional connection
- There is generally a time limit on our concentration (roughly 10 minutes).



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What can we do to help positive online communication?



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First up... your intention

Although it may seem like someone is being rude or insulting to you when communicating online, often it is not the case. Often that person will not be trying to be rude or insulting at all, it is just because online communication takes away the variety of 'real' in-person communication.



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A good start

- Reduce the amount of communication carried out online (where possible!)
- When you must communicate online, choose the right method
- Mix it up, and keep people interacting as much as possible
- Agree in advance which online communication tools you will use.



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When we do need to email

- Give email your full attention
- Put the emotion back into your email!
- Remember that it is difficult to imagine what it is like for someone else to not know, what you know
- Write the email / text message / trello comment / online comment and then WAIT to push send
- Double check for spelling mistakes
- Remove the word 'just' from your written vocabulary.

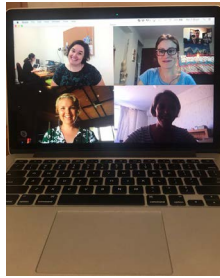


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When using video meetings

- Express your emotions and say when you do not understand
- Use social cues to help others on the video meeting to 'read' the conversation
- Remember the 10 minute rule.



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What can we do individually

- Regularly reflect on your online communication skills
- Be creative about how you communicate and try to express yourself as much as you can
- Follow up on negative online communication as soon as possible.



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For more information, contact:
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