# Skills for Success Curriculum Resource Cover Page

**Organization**

| CESBA |
| --- |

**Curriculum Resource**

| **Digital Teamwork: Group Emails and Meetings** |
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| *Instructions on creating email groups in both Google and Microsoft accounts. Tips on writing informative group emails. Information on blind copying emails and attaching files to group emails. Tips for being resourceful online and learning about group meetings, taskbar icons and virtual meeting etiquette.* |

**OALCF Alignment**

| Competency | Task Group | Level |
| --- | --- | --- |
| **Competency A -Find and Use Information** | **A1. Read continuous text** | **2** |
| **Competency A -Find and Use Information** | **A3. Extract information from films, broadcasts, and presentations** | **N/A** |
| **Competency B - Communicate Ideas and Information** | **B2. Write continuous text** | **2** |
| **Competency B - Communicate Ideas and Information** | **A2. Interpret documents** | **2** |

| | | |
|---|---|---|
| **Competency D - Use Digital Technology** | N/A | 2 |
| **Competency E - Manage Learning** | N/A | 2 |
| **Competency F - Engage with Ohers** | N/A | 1 |

## Goal Paths (check all that apply)

☒ Employment ☒ Postsecondary

☒ Apprenticeship ☒ Independence

☒ Secondary School Credit

## Embedded Skills for Success (check all that apply)

☒ Adaptability ☐ Numeracy

☒ Collaboration ☒ Problem Solving

☒ Communication ☒ Reading

☐ Creativity and innovation ☒ Writing

☒ Digital

**Notes:**

*Learners will need a Gmail or Microsoft mail account to complete these activities. Learners can create Google accounts by first doing CESBA's **Basic Google Features and Searching Online** Course.*

**Suggested milestones for this course: Milestone 14, and Milestones 21, 22 or 23, and Milestone 58**

# Digital Teamwork:  Group Emails and Meetings

Includes Answer Guide

**Pathway Pillar** - Enhancing and Expanding Digital Delivery

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**Project Manager:**        Charlotte Parliament, CESBA Program Manager

**Project Coordinator:**    Debera Flynn

**Project Consultants:**    Angela Williams and Susan Boyd

**Project Support:**        Paul Cox, CESBA Executive Director

Thank you to the many CESBA members that supported the project by reviewing curriculum resources.

# Contents

**Digital Teamwork: Emails and Meetings**

As the world moves more towards digital teamwork, many options are available to communicate with others through technology. This course will explore group email communications and online meetings and offer helpful tips for engaging with others online.

**Lesson 1: Sending Group Emails**



There are many things to consider when sending emails to a group, whether it is a study group for school, a work team, or members of a community organization for which you volunteer.

**Group Email Etiquette**
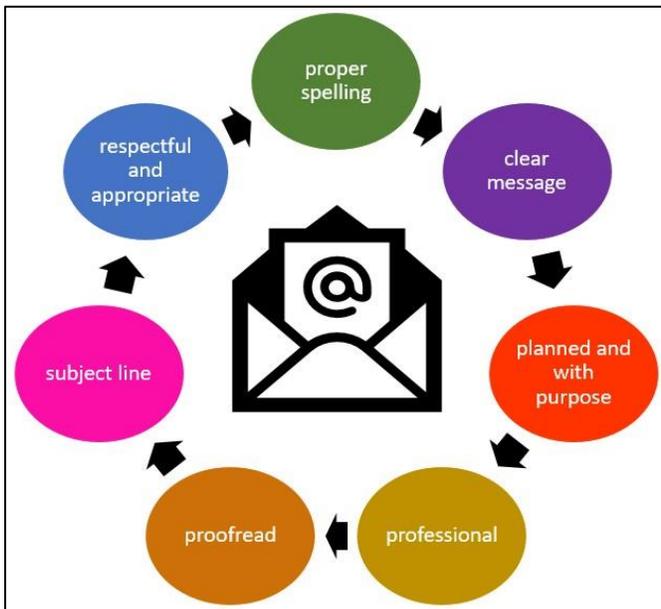


Taking the time to reread a group email, double checking the email addresses selected and reviewing the subject line are all key processes when writing group emails. The extra effort will not take much time and will help ensure that the message you are sending is the one that you want to send.

Make sure you spell, and grammar check your emails. Keep your message as clear and concise (to the point) as possible. Have a polite

opening and closing. Do not forget to have a greeting and always end with a closing phrase like sincerely, or best regards.

When sending an email, make sure the group you are writing to or replying are those who need to see the email. If you are replying to one individual in the email thread, be sure to click 'Reply' instead of 'Reply to All'.
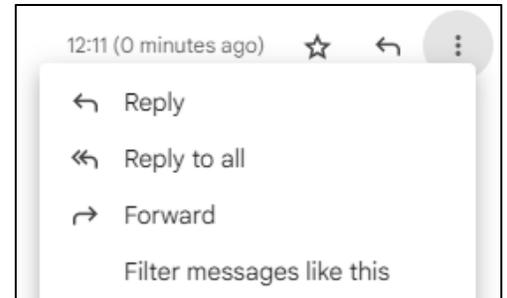


Reply is shown in emails with one arrowhead. Reply to All has an icon (picture) with two arrowheads. Be sure to click on the best option to send emails only to people who need to see them.

Most importantly, never write, reply to, or send a group email when you are angry or frustrated; always take the time to calm down before you write anything.

**Activity 1: Knowledge Check**
Circle True or False in the following questions based on what you have just read.

1. You should always Reply to All for every group message or email.

True      False

2. You should always read over your email messages.

True      False

3. If you are angry, you should answer an email right away.

True        False

4. You should include a polite opening and closing in your email.

True        False

**Sending an Informative Email**

When sending out an email to give information, try to answer as many of the important questions as possible (this will limit the number of emails with questions that you will receive back and will save you time). When group emailing leaving information out might result in many email responses asking the same questions. Being sure to include as much detail as possible can avoid that.

Reread your email. Think of the intended audience and consider if the message is clear.

Ask yourself: Does this give all the details I would want to know if I was the one reading this document? Does the email provide answers to all the important questions - who, what, where, when, why and how?

**Activity 2: Providing Details**

Read the following email and answer the questions provided afterwards. The email is about a college's plan to host an Open House.

To: "DeptHeadsLannister"
Subject: Seeking Winter Open House Volunteers

Good morning,

Our business administration class is hosting an Open House for the families and friends of students on December 10th from 6 pm to 8 pm. It will take place in Harrison Hall in our B building. Students will be asked to request event tickets for their guests during the week of December 3rd from the volunteer booth in the student cafeteria. Tickets to this event are free. It has been decided that the event will be winter-themed, so it is inclusive for all the people who attend. We are asking other department heads to see if any of their students would like to participate in some of the volunteer activities listed in this email. If you could pass this information on to your students, it would be appreciated.

Any students interested can attend the planning meetings at Harrison Hall on either October 11th or October 13th at 7pm. They can pick what they would like to volunteer on those dates.
Some volunteer positions available include:

- Greeter
- Silent auction table volunteers
- Set up and take down
- Information booth operators
- Advertising committee

Thank you for your time.
Sincerely,
Hannah Sims
Student and Head Organizer,
Lannister College, Office Administration Program
Hannah.Sims@lannisterc.ca

Look at Hannah's detailed email above and look at the questions below to determine if she has included all the necessary information in her group email and if she has answered all the important questions.

Give examples from her email in your answers.

1. Does Hannah include the reason **why** she is writing the email? If so, include the reason in your answer.

_____
_____
_____

2. Does Hannah include the location (**the where**) in her email? If yes, include the where in your answer.

_____
_____
_____

3. **When** will this event take place?

_____
_____

4. Does Hannah explain **who** this information is for? If yes, please include the who discussed in your answer.

_____
_____
_____
_____

5. Does Hannah discuss **what** result she would like from her email? If so, please include an example from the email in your answer.

_____

_____

_____

6. Does Hannah include **how** things will be managed (the process) in her email. If yes, please provide an example from the email.

_____

_____

_____

7. Is this an informative email? Does it answer all the right questions? Please explain your answer.

_____

_____

_____

_____

**Mass Email Etiquette**

It is important to be careful when sharing the email addresses of others in group emails. Respecting the privacy of others online is always a top priority. To view an example of how this can be tricky at times, read Connie's workplace story.

*"Our childcare centre started a monthly newsletter to update parents on theme days and events. Permission slips were passed out and signed that allowed the staff at the centre to share photographs of the children (in these newsletters). We were careful only to share pictures of children that we had permission to share. The response to the newsletter was positive until we had an incident between two children at the centre.*

*During playtime, two 4-year-olds at the centre had an argument over sharing a toy. One child bit the other. We dealt with it in the usual way and informed both family members at pick up time.*

*The next day, the child that had been "the biter" was absent and our manager received a phone call from that child's mother. The mother had been afraid to return to the centre because she had received a series of angry emails from the other child's guardian (the child that had been bitten). All attempts to apologize or talk about the situation had not helped. The mother was in tears on the phone.*

*We discovered that when we share our newsletter with all the families of the children at our centre, the email addresses all appear in our group emails. This is how the mother's email was found and used. Everyone at the centre felt awful about this."*

**Activity 3: Sharing your Opinion**

1.Why do you think the staff member felt awful? Do you think she had a reason to feel bad?

_____
_____
_____
_____
_____
_____
_____
_____

2. Was there a way to avoid this situation?

_____
_____

## Blind Copying in Emails
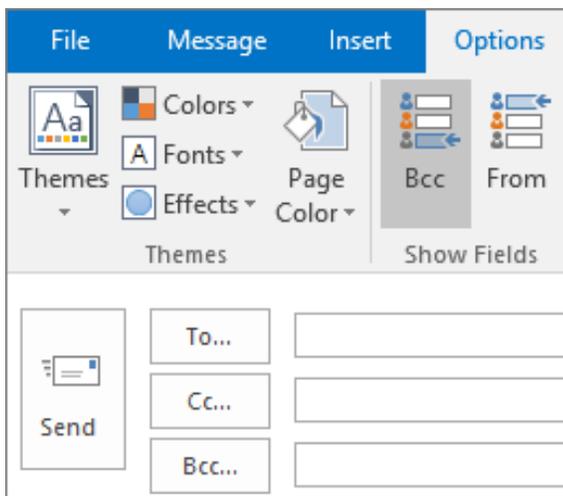


Individual emails are the best way to communicate with people. However, if group emails need to be sent, you can use a blind carbon copy (BCC). All email accounts have blind copy options for sending email. Blind copy allows you to send an email to more than one person without the recipient being able to see the email addresses of the other people in the email group.

*To learn more about doing this, please view the following video:*

**https://www.youtube.com/watch?v=_HANN63fxpc** or search -

'Sending emails to Multiple Recipients Dave Hollingworth' in the search window on YouTube.com.
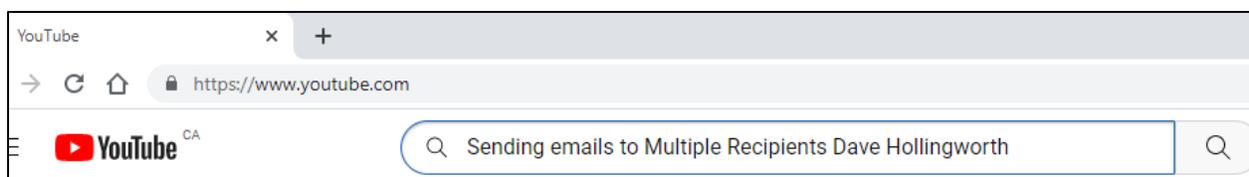


If you can send a message to just one person, it is always better, however, if you ever need to send a blind carbon copy to multiple recipients, it is good to know some of the downsides of using this method ahead of time to prevent problems when using this practice.

There are three issues to be aware of when using the BCC method:

1. Not Personal

Whether it is using BCC in Microsoft email, in Gmail, or any other email account, there are no available features to let you create a personal email. The email is general and is sent to a group, so it does not have individual names. You should not put names in blind copy emails. Independent emails are better if an email requires an individual's attention. It is harder to make a connection with someone by simply copying them onto a general (fits everyone) email.

Deciding on a BCC in an email takes some consideration. If it is just being sent to a few people and needs a personal touch, it might be worth the time to send the messages to each person in individual emails.

2. Not Taking the Time to Check Information

Be sure when adding email addresses to your email that you do not:

- Misspell an email address
- Forget someone
- Accidentally put a blind copy recipient in the CC (carbon copy) or To: field where others can see it.

3. Do Not Use BCC to Let Someone "Eavesdrop" On Your Email

It is important you do not use a blind copy to allow people to see a communication between you and someone else. This does not value the email recipient's privacy nor is it fair to the person that you are emailing.

For example: Carla blind copies her manager in an email she writes to another coworker, Tom. The email is discussing an issue between the two workers. She does not tell Tom that she has copied the manager. Later, Tom finds out Carla has shared this communication without his knowledge. This causes further issues between Carla and Tom.

**When is it a Good Time to Use Blind Copy on Emails?**

1. When you are sending out a newsletter.

2. When the people getting the email do not know each other.

3. When people may not want their email addresses given out to others.

4. When you have a large email list.

5. When the email does not need a reply.

Blind carbon copy is the best practice in situations with many email recipients (those getting the email), where email privacy needs to be protected and in situations where emails do not need to be personal.

**Activity 4: Understanding Transparency**

Look at the definition of transparency. It is best not to use BCCs at work with your coworkers as it would make them suspicious or worried, and it is important to be transparent in the workplace.

What does being transparent mean? To be transparent means **to share your thoughts and opinions honestly and respectfully**. Transparency is an approach to communicating and forming relationships that emphasize being direct with people in your workplace.

Do you agree with this statement? Why do you think using blind copy in emails might hurt communications between people in the workplace?

_____

_____

_____

_____

_____

**Lesson 2: Creating Groups for Communication**

Look through the following lesson to find the instructions for setting up group emails. Find the instructions that apply to your devices. This lesson will include instructions on creating group emails in Gmail and Microsoft Office email accounts, such as live.com and hotmail.com. Please follow the instructions for the account that you have.
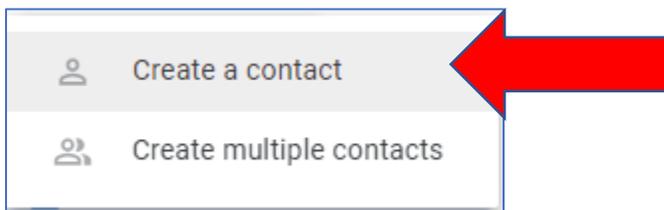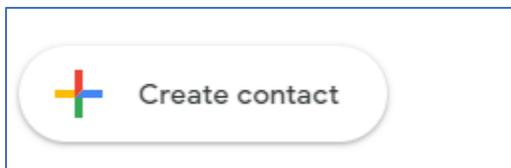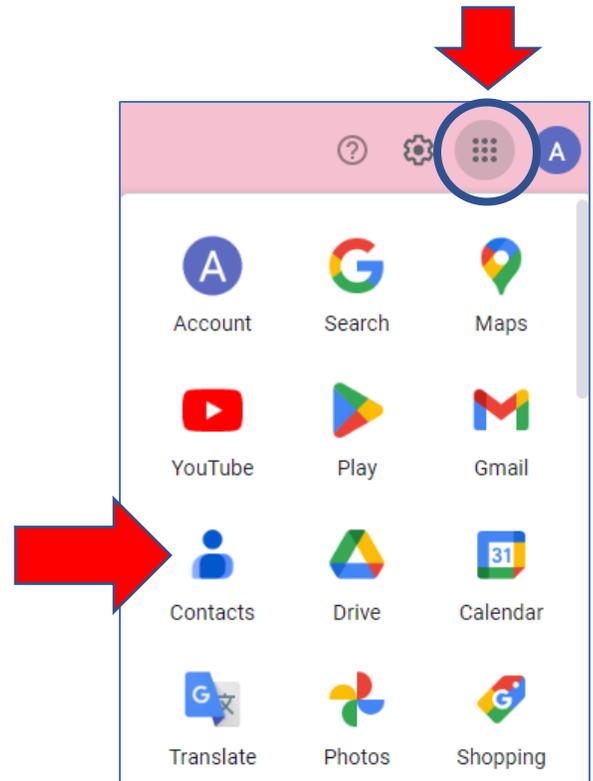
**Groups in Gmail**

To create a group in Gmail, click the waffle icon (Google Apps Launcher).

Click on Contacts to see contacts.

You will be selecting members for your group from your Google Contacts.

To add contacts in Google, click on Create Contact.

Create contact

Create a contact

Create multiple contacts

Be sure to fill out the first name, last name, and email. You can add other details if you want. Look it over to make sure it is right.

First name
Test

Last name
Student

Company

Job title

Email
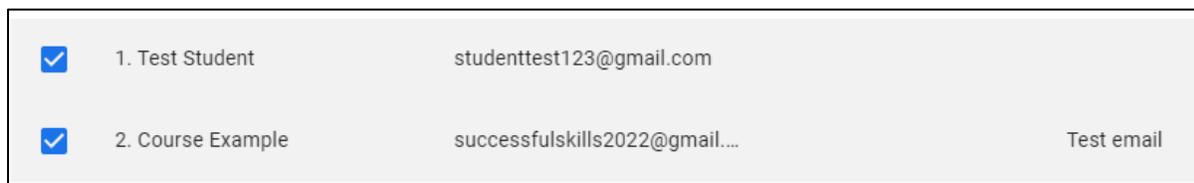teststudent@test.com          Label

Save

Then click Save.

Add more contacts if you want.

To create a group, click on Contacts from the menu on the left to view your Google Contacts.
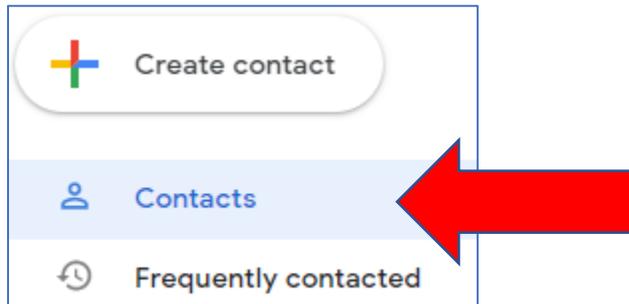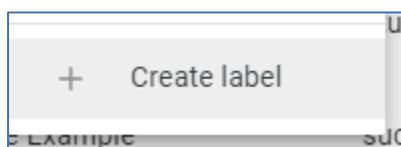


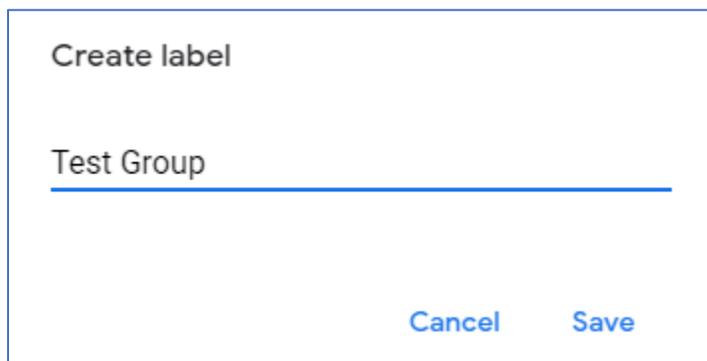Click the addresses you wish to add to the group.



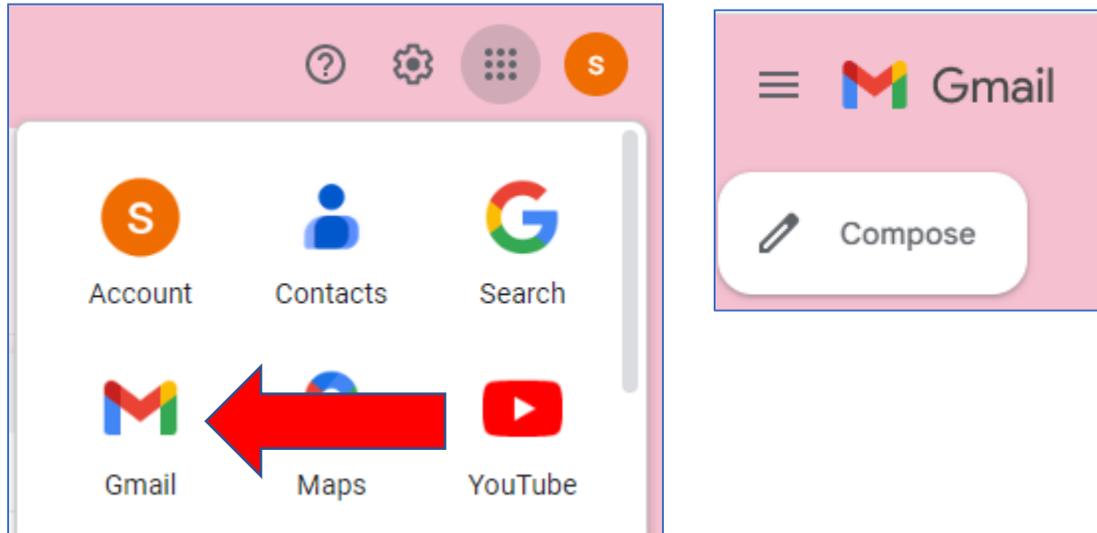Click on Label. This is in the bar above your list of contacts.
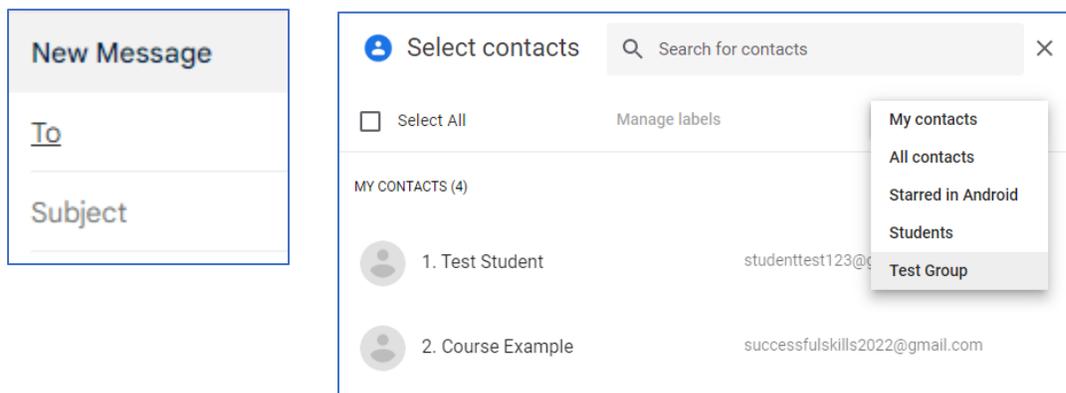


Click Create label.
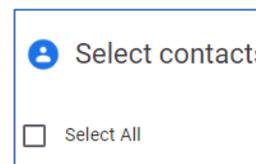


Choose a name for your group.

When you are in your Gmail. Click Compose to write a letter.





Then click on To: and select your group from the My Contacts dropdown menu.
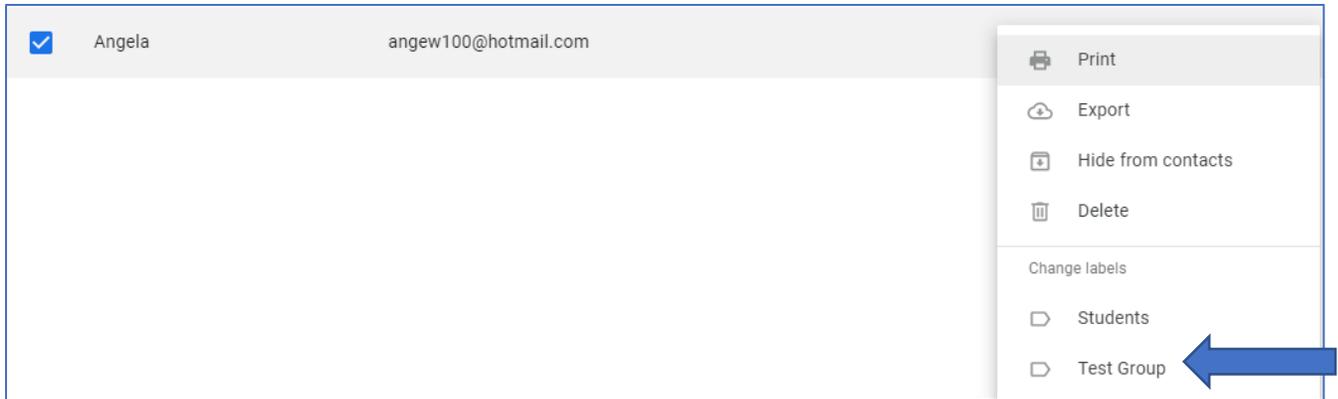


Click on Select All to email everyone under this label.



To add another member to your group later, click on the person in your contacts, then select the three dots at the end of the address and choose the group you would like them to join.
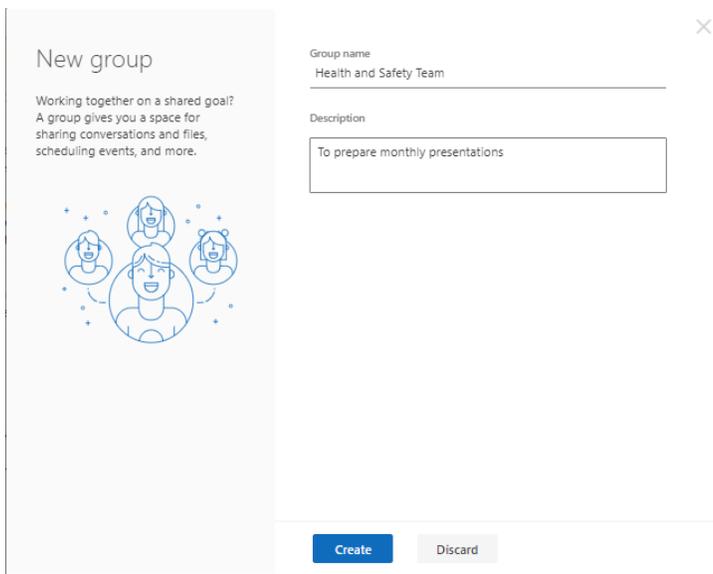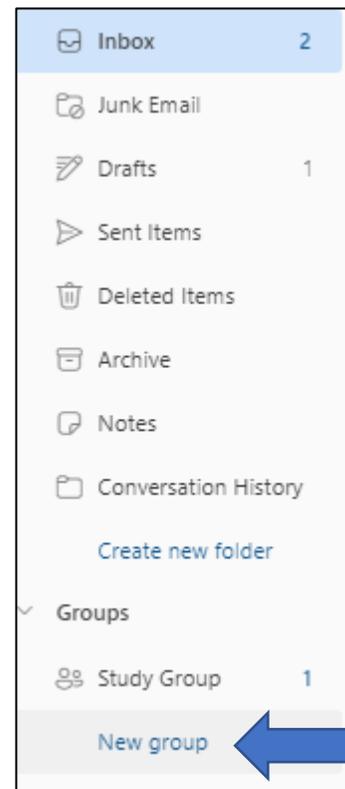
## Creating a Group in Microsoft Mail

Sign into your Microsoft email (Hotmail, live, outlook, etc.)

Then click the down arrow beside New Contact and click on New group in the drop-down menu.

Click on New group under Groups.

Name the Group. You can add a description if you would like.

Type in the box to find members. If they are not in your contacts you will have to type in the whole email address.
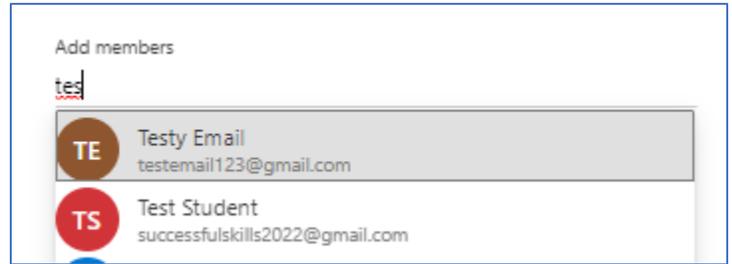


If they are in your contacts, the email will appear after you have typed some of the address in.

Click Enter to add each member.

When you have added the members, click Add at the bottom of the window.
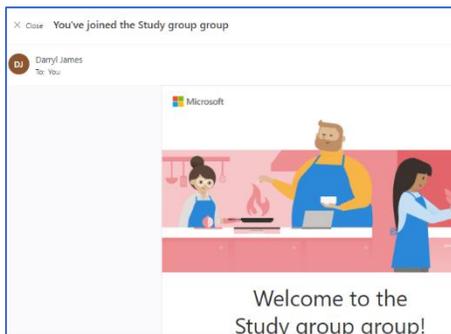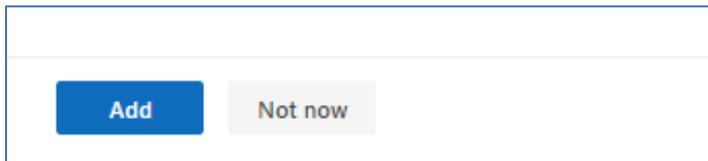




You will receive an email welcoming you to the group that you have made.

Your groups will show up in the left side of your email that shows your Inbox and Sent messages. You can click on it to email your group.
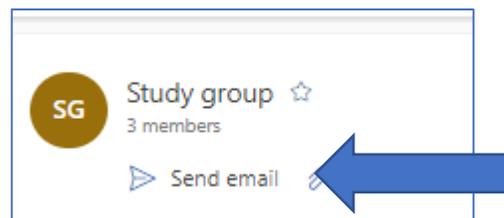
To make changes or add members to your Microsoft groups, go to the 'People' page.

To go to People, click the waffle button on the top left of the inbox and search People in the Microsoft App Launcher.
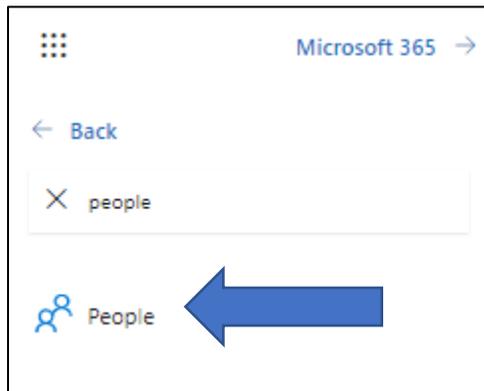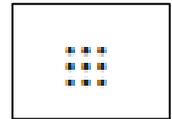




Select Owner under Groups in the left side menu.

And then make your edits or add members as needed on the top menu bar.



*Tip:* You can also put your email group name in the BCC line of an email if you would like to send blind copies to the members of that group.
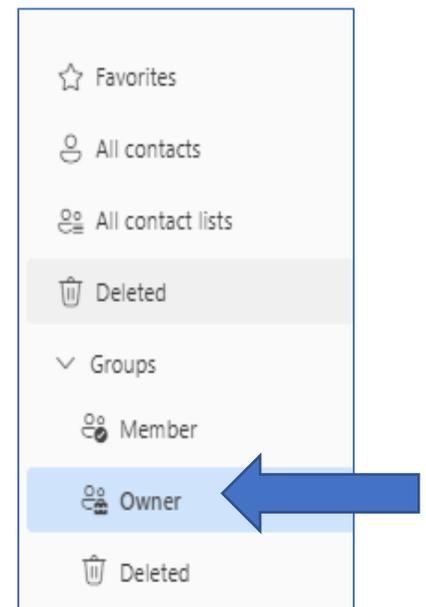
**Attaching Files to Group Emails**

At times, you may be required to attach files to group emails that you are sending. These files may be images, files, or videos. If you are going to attach a file, follow the steps below:

1. Create a new message or reply to an existing message.

2. Within your message window, look for the icon that says **attach** or **insert**, the paperclip symbol.

3. A file explorer window will appear so you can find the file you would like to attach.

4. Choose the place in your computer where the file is saved (Documents, USB stick, Desktop).
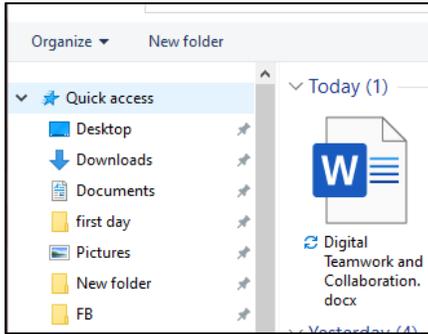


5. Select the file you wish to attach by clicking it.

6. Your attachment should now appear somewhere in your message window. Please view examples for this on the following page.

Outlook
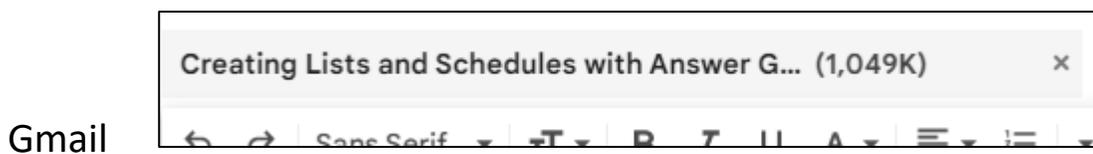

Gmail


## Activity 1: Working with Groups

Create a group in your Gmail or Microsoft Mail, share the group name and your answer to the following questions on the lines below.

Were the instructions in this lesson easy to follow? Were you able to successfully create an email group?

_____

_____

_____

_____

_____

_____

_____

## Lesson 3: Group Online Meetings

You may also want to communicate with your new email group online. Web conferencing (also called virtual meetings) have become more popular over the last few years. They are a convenient way to get together with friends, fellow students, or co-workers and discuss information. Usually, these programs also include tools like chat, reactions, and screen sharing. Examples of online meeting software includes Teams, Zoom and Google Meet. The meeting bars for each program are shown below.



Teams



Zoom
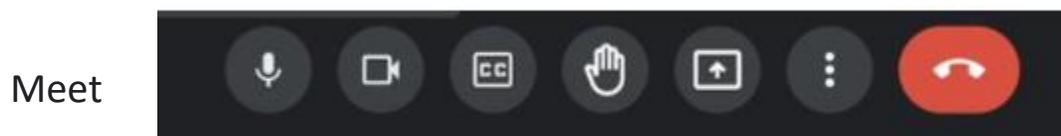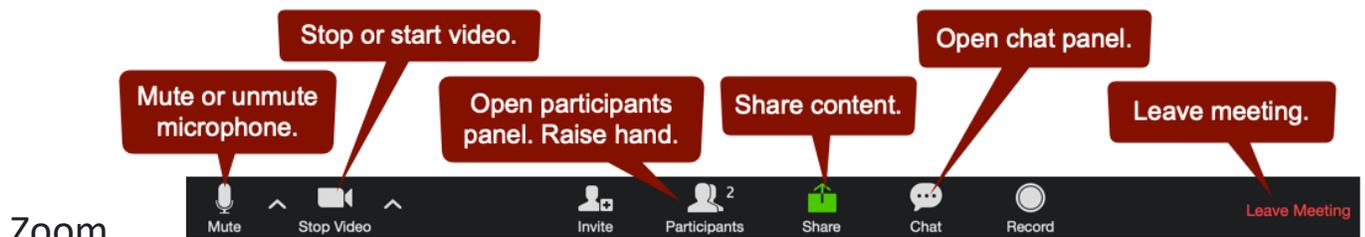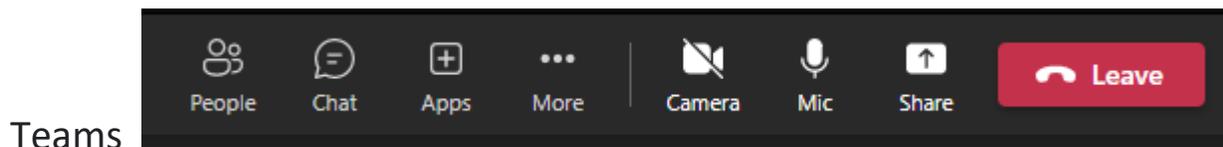


Meet

**Understanding Common Icons in Online Meetings**

Although different companies have different online meeting programs, they all use the same icons (pictures and symbols) in their meeting sites. The picture might change slightly for instance a square message bubble for the chat window instead of a circle bubble, but the icons all represent the same thing.

**Common Online Meeting Icons**

| | |
|---|---|
| | Microphone. This will have a line through it when muted. It is helpful to mute your microphone when you are not speaking in a meeting. |
| | Video. If you turn your video off this will have a line through it. In large meetings, video should be turned off as many cameras can slow down the program. |
| | This is the icon to raise your hand. It lets the person running the meeting know you have a question. |
| | This is the icon you click to share your screen. Open the file you want to share first, so once you have clicked share you can select it to show in the meeting. |
| | This is the icon for the chat screen. Chat is an option for people who do not have microphones. When clicked it usually shows up on the right of the meeting screen. |
| | This is the icon to record a meeting. Whether or not a meeting is recorded will depend on permissions. |
| | This is the leave meeting icon. It is usually red. Click this to leave the meeting. |

**Respect the Tone of the Meeting**

Remember that the reason for the online meeting will set the tone for how you will dress and act in the meeting. Casual meetings with friends can include a laid-back attitude and any sort of attire.

Work meetings will require showing full attention during the meeting and choosing an outfit that you would usually wear to a meeting at your actual workplace.

**Being Resourceful Online**

If you are going to be attending or hosting meetings online, it is important to learn as much as you can about the program you will be using ahead of time.

Video tutorials on the company websites (Zoom, Microsoft, and Google) or on YouTube are great resources for people wanting to learn more about virtual meetings.

With technology always changing and growing, being resourceful online (knowing where to learn about updates and changes) can be helpful. Online videos can help you adapt to changes in technology. Sometimes you may have to try a couple of videos to find one that is helpful for you. Be patient. You will find the right one.

Choose **one** out of the three videos listed on the next page. Decide which one out of the three virtual meeting programs you would like to learn more about and then answer the questions about that program.

## 1. Microsoft Teams



**https://www.youtube.com/watch?v=3Og-aWQghDU**

or search 'Microsoft Teams Meetings Jeremy Chapman' in the search bar on YouTube.com

## 2. Google Meet



**https://www.youtube.com/watch?v=O8Y1vlfpbEU**
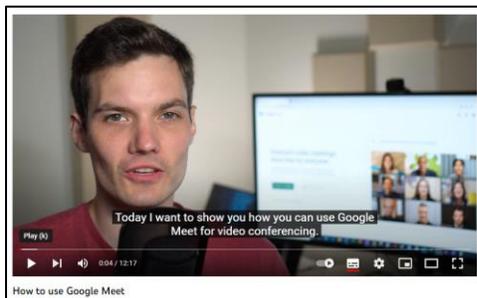
or search 'How to Use Google Meet Kevin Stratvert' in the search bar on YouTube.com

## 3. Zoom

https://www.youtube.com/watch?v=fMUxzrgZvZQ

or search 'How to Use Zoom Howfinity' on Youtube.com

**Activity 1: Gaining Information from a Video**

1. Which program did you learn to use?

_____

_____

2. List three helpful or interesting items that were presented in this video.

_____

_____

_____

_____

_____

_____

3. Would you now be comfortable using the program you learned about for virtual meetings? Why or why not?

_____

_____

_____

_____

**Activity 2: Tips for Online Meetings**

Read the infographic about online meetings and use the information from it to fill in the blanks in the sentences on the next page.

# 8 TIPS FOR SUCCESSFUL ONLINE MEETINGS

≶ STEPS TO SUCCESS ≷

## 1) TEST YOUR DEVICE
Make sure your computer and WIFI work before the meeting.

## 2) DRESS PROPERLY
Dress how you would if it was an in-person meeting. Do not show up in your pajamas.

## 3) PAY FULL ATTENTION
Be present through the meeting. Stay seated, avoid surfing online or answering other messages.

## 4) STICK TO THE TIMES
Do not make people go over the set meeting time. Respect other people's schedules.

## 5) BE SURE TO MUTE
Limit background noise. Mute your microphone when you are not talking.

## 6) ANNOUNCE YOUR ARRIVAL
Let your team or meeting group know when you have arrived to the meeting. Say hello.

## 7) FIND SOME QUIET
DO NOT DISTURB

Tell those in your home that you will be in a meeting. Find a quiet spot.

## 8) BE PATIENT
Give yourself time to learn about and get used to online meetings. You got this!

---

Be present though the meeting. Stay _____, avoid surfing online or answering other _____.

Tell those in your home you will be in a meeting. Find a _____ spot.

Dress how you would for an _____ meeting. Do not show up in your _____.

Make sure your computer and _____ work before the meeting.

Be _____. Give yourself time to learn and get used to online meetings. You _____ this!

Limit _____ noise. Mute your _____ when you are not talking.

Let your team or meeting group know when you have _____ to the meeting. Say _____.

Do not make people go _____ the set meeting time. Respect other people's _____.

**Digital Teamwork: Review Activity**

Answer the following review questions from materials that you have seen in this lesson.

1. What questions should an informative email answer?

_____

_____

_____

2. What does BCC stand for?

_____

3. Label the following online meeting icons:

| | |
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🎖️ Congratulations you have completed this course!

**Answer Guide – Digital Teamwork: Group Emails and Meetings**
**Lesson 1: Sending Group Emails**

**Activity 1: Knowledge Check**

Circle True or False in the following questions based on what you have just read.

1. You should always Reply to All for every group message or email.

*False*

2. You should always read over your email messages.

*True*

3. If you are angry, you should answer an email right away.

*False*

4. You should include a polite opening and closing in your email.

*True*

**Activity 2: Providing Details**

Below are sample responses for the questions in this activity. Answers should reflect the information requested by these examples. Marking is at the discretion of the instructor in cases where answers do not match but still seem applicable.

1. Does Hannah include the reason **why** she is writing the email? If so, include the reason in your answer.
*Yes, Hannah includes the reason. She is writing the email to get volunteers for the college's open house.*

2. Does Hannah include the location (**the where**) in her email? If yes, include the where in your answer.

*Yes, Hannah includes the 'where' in her email. The meetings and the open house will take place in Harrison Hall in the B building.*

3. **When** will this event take place?
*The open house will take place December 10th from 6pm to 8pm.*

4. Does Hannah explain **who** this information is for? If yes, please include the who discussed in your answer.
*This information is for all the department heads at the college with the hopes that they will pass the information onto all their students.*

5. Does Hannah discuss **what** result she would like from her email? If so, please include an example from the email in your answer.
*She would like volunteers to come to the planning meetings on October 11th or 13th at Harrison Hall.*

6. Does Hannah include **how** things will be managed (the process) in her email. If yes, please provide an example from the email.
*Volunteers can attend meetings to pick positions. This will occur on October 11th and 13th at Harrison Hall.*

7. Is this an informative email? Does it answer all the right questions? Please explain your answer.
*This email is informative. It answers all the right questions and the people reading it know in detail what is going on.*

**Activity 3: Sharing Your Opinion**

1.Why do you think the staff member felt awful? Do you think she had a reason to feel bad?

Answers might include:

*Not protecting the client's email address.*

*Knowing that because the childcare centre did not protect the mother's privacy that she was treated unfairly.*

*Regret about the mother's bad experience and her child not returning to childcare.*

2. Was there a way to avoid this situation?

*The staff should have protected the email addresses of the parents and guardians whose children attend the Centre.*

**Activity 4: Understanding Transparency**

Do you agree with this statement? Why do you think using blind copy in emails might hurt communications between people in the workplace?

*Answers will vary, but should reflect the following sentiment:*

*Hiding who the email is being sent to may make people worry about who is being copied on their work emails and why. It is not a direct way to communicate, so people might wonder why all the work staff do not appear as recipients. The sender might not seem trustworthy.*

**Lesson 2: Creating Groups for Communications**

Activity 1: Working with Groups

Were the instructions in this lesson easy to follow? Were you able to successful create an email group?

*Marks awarded for being able to create an email group based on the course instructions and for providing the name of the group that was created. An explanation of whether the instructions were easy to follow should also be included in the answer.*

**Lesson 3: Group Online Meetings**

**Activity 1: Gaining Information from a Video**

1. Which program did you learn to use?

*Answer should be either Zoom, Google Meet or Teams.*

2. List three helpful or interesting items that were presented in this video.

Discretion of the marker, 3 marks – 1 for each item of interest

*Sample answer:*

*I learned that Google Meet does not need an app to run that you can just go to a website.*

*I learned that in Google Meet you can turn on captions.*

*I learned how to see all the people in the meeting by clicking on the people button and where to chat with them.*

3. Would you now be comfortable using the program you learned about for virtual meetings? Why or why not?

*Answers will vary. Answer requires sharing a reason why or why not they would be comfortable now using the program.*

**Activity 2: Tips for Online Meetings**

Read the infographic about online meetings and use the information from it to fill in the blanks in the sentences on the next page.

Be present though the meeting. Stay *seed*, avoid surfing online or answering other *messages*.

Tell those in your home you will be in a meeting. Find a *quiet* spot.

Dress how you would for an *in-person* meeting. Do not show up in your *pajamas*.

Make sure your computer and *WiFi* work before the meeting.

Be *patient.* Give yourself time to learn and get used to online meetings. You *got* this!

Limit *background* noise. Mute your *microphone* when you are not talking.

Let your team or meeting group know when you have *arrived* at the meeting. Say *hello.*

Do not make people go *over* the set meeting time. Respect other people's *schedules*.

**Digital Teamwork: Review Activity**

1. What questions should an informative email answer?

*An informative email should answer the questions when, where, why, what, who and how.*

2. What does BCC stand for?

*Blind Carbon Copy*

3. Label the following online meeting icons:

| | |
|---|---|
| | *Microphone* |
| | *Raise hand* |
| | *Video* |

| | |
|---|---|
| | *Chat* |
| | *Share screen*<br>*Share content is also*<br>*acceptable* |