Electronic Communications and Collaboration Listening Guide

1. People with whom you are       and the topic of the correspondence determine the method of      communication.
2. should be used when:
   1. the correspondence might need a
   2. the correspondence covers       points
   3. the correspondence needs to be
3. messaging and       is best used when correspondence needs to be accessed in       time.
4. Can send and receive messages from:
5. **Teleconferencing**       the live exchange and sharing of       between two or more people. This can be done through       or
6. It allows       of people to       with each other online.
7. The advantages of electronic communication are:


11. Electronic Communication can be
12. Some group communication options are:

**Electronic communication problems**

1. The most common problem is
2. To take advantage of the communication options you must be connected to the internet.

* This may involve contacting you internet service provider
* Windows includes a troubleshooter for lost connection

1. E-mail software problems

* Service provider’s connection could be down
* Often waiting a few minutes to send or receive messages solves the problem

1. Problems with downloading and viewing email

* The size of the attachment might be the problem
* The virus software may detect issues with attachment
* Issue could be with the type of message—advertising or unrecognizable documents