Communication

IC3 Digital Literacy Certification, Global Standard 6 (GS6)

2 objectives · Certiport IC3 Digital Literacy GS6

Digital messages lose tone of voice and body language, so they are easy to misread. Managing them well means removing ambiguity, fitting the message and the medium to the audience and engaging in ways that build understanding.

Every objective and its key skills

5.1 Manage interpersonal digital communications

When a message is unclear, ask a specific question instead of guessing: 'Do you need the report by Friday morning or end of day?'

Choose the medium for the purpose: chat for quick questions, email for records and detail, a call or video for sensitive or complex topics.

5.2 Communicate with others to identify and understand issues

Describe the issue with facts: what happens, where, since when, how often and who is affected.

Be polite, patient and professional, and use the client's preferred channel and language level.

Common pitfalls

- Writing in all capital letters reads as shouting.
- Jumping to a solution before the problem is defined often fixes the wrong thing.

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