


# SENDING E-MAILS AND USING WHATSAPP

COMMUNICATION & COLLABORATION > 2.1 INTERACTING THROUGH DIGITAL TECHNOLOGIES > 2.2 SHARING THROUGH DIGITAL TECHNOLOGIES > DIGITAL CONTENT CREATION > 3.1 DEVELOPING DIGITAL CONTENT > PROBLEM SOLVING > 5.2 IDENTIFYING NEEDS AND TECHNOLOGICAL RESPONSES

TARGET GROUP	AGE GROUP	PROFICIENCY LEVEL	FORMAT	COPYRIGHT	LANGUAGE
Low literacy citizens	Adults, Elderly citizens	Level 0	E-learning	License fee	Dutch

 This resource covers multiple competency areas. A programme for adults teaching basic skills in sending e-mails and WhatsApp messages. It is meant for use in guided contexts. It consists of two workbooks with theory and exercises and an e-learning module. The e-learning module contains four topics, including voice guidance. Workbooks can be purchased by instructors and educational organisations. The e-learning module is accessible online for free.

**General Objective** Skillset building

**Preparation time for facilitator** less than 1 hour

**Competence area** 2 - Communication & collaboration, 3 - Digital content creation, 5 - Problem solving

**Time needed to complete activity (for learner)** 1 - 2 hours

**Name of author** Stichting Lezen en Schrijven

**Support material needed for training** Workbook

**Resource originally created in** Dutch

## WORKSHOP DIRECTIONS

### 1 **Link to resource website**

<https://www.taalvoorhetleven.nl/cursist/lesmateriaalc/succes-digitale-vaardigheden>