



Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills



Module 2 - WhatsApp



Bitesize Training

What is it?



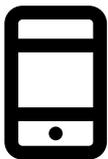
WhatsApp

Show WhatsApp on the phone

“WhatsApp is a messaging service, a bit like SMS, where you can also send voice messages, photos and message groups of people.”

“WhatsApp uses internet data so it can be cheaper to send messages, and the distance of the person you are messaging does not change the cost. For example, if you have a family member or friend who has moved to another country, you can message them on WhatsApp and it will not cost any more to message than if they were next door to your home.”

Materials you will need



Smartphone Handsets



WhatsApp Posters

What can you use it for?

“You can use it for staying in touch easily with family and friends.”

“You can also use it for connecting with big groups of business people / colleagues / classmates / customers: advertising products, sharing advice, discussing notes or assignments from class.”

Trainer to include their own personal examples of the benefits of WhatsApp and what they use it for.

Make it relevant to the trainee: discuss how it can be beneficial in the trainee’s own life.

How does it work?

Put the phone in the trainee's hands and help them follow the steps



How to use WhatsApp - 1-to-1 messaging

Show the poster and go through the steps for sending: text / photo / voice message



How to use WhatsApp - group messaging

Show the poster and go through the steps for starting a group chat

Practice!

“Now you know how to use WhatsApp, what do you want to use it for?”

Trainer: Provide support for the trainee to send WhatsApp messages to contacts on their phone that they want to message.

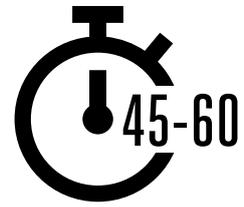
Tip: “WhatsApp has many features. For example, you can call people through WhatsApp, or share your location on a map with your contacts on WhatsApp so that they know where you are.”

Explain: that there are similar messaging services to WhatsApp. Others include Messenger, WeChat and Viber but there are many others.

In Depth Training

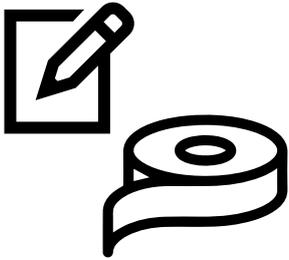
Learning Objectives

- The trainees know how to communicate on WhatsApp
- The trainees feel excited and motivated about how tools like WhatsApp can be used to connect with people

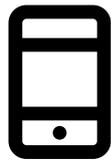


Time Duration:
45-60mins

Material you will need:



Pens, Paper and Masking Tape



Smartphone Handsets



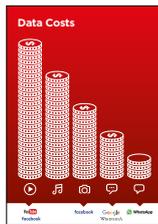
Small Rewards



WhatsApp Posters x 3



Glossary Handouts



Cost Poster



Safety Tips



Icon Cutouts

→ Introduce WhatsApp



WhatsApp

Show the trainees the WhatsApp icon cut-out and ask them to find this on their phone.

Ask: “Does anyone know what this is?” “What is it for?”

Give a short explanation of WhatsApp:

- “WhatsApp makes it easy to connect and chat with people; family, friends and colleagues”
- “WhatsApp is a messaging service, a bit like SMS, but you can also send voice messages, photos, videos, as well as message groups of people
- WhatsApp uses internet data rather than phone credit. This means it can be cheaper to send messages, and the distance of the person you are messaging does not change the cost”

Bring the benefits to life!

- Tell your own story of how WhatsApp is beneficial to you (the trainer), your friends and family. Some examples might include:
- Connecting with big groups of business people / colleagues / classmates / customers / friends / family, to advertise products, share advice, discuss notes or assignments from class and share news
- Give specific examples or stories of how WhatsApp can be used

Make WhatsApp relevant for your trainees

Discuss with the trainees how WhatsApp can be beneficial in their own lives:

- **Ask:** “What would you like to use WhatsApp for in your own life?” Give them some suggestions based on their interests
- **Ask:** “What are you most interested in and excited to learn about WhatsApp?”

Remember: Link discussions and activities in the training back to how the internet can be helpful or useful in your trainee’s own lives. This will help to keep the training relevant and interesting for them.

Activity: Messaging one-to-one



Get practical!

Explain: “You are now going to try using WhatsApp on the phone.”



Show the ‘How to use WhatsApp: 1-to-1 Messaging’ poster

- **Explain:** “This poster shows the steps for sending 1-to-1 messages on WhatsApp”
- Take your trainees through the steps on their shared phones and explain that you can send text, images or voice messages

Ask them to try sending messages to each other on the phones.

1. Send a text message greeting:



- Hold up the chat icon for WhatsApp.
- Explain where to find it and demonstrate how to use it
- Ask the trainees to send text message greetings to each other

2. Send a selfie photo of their group:



- Hold up the camera icon for WhatsApp.
- Explain about the camera, where to find it and demonstrate how to use it.
- Ask the trainees to send these photos to each other.

3. Send a voice message greeting:



- Hold up the microphone icon for WhatsApp
- Explain about the microphone, where to find it and demonstrate how to use it
- Ask the trainees to send voice message greetings to each other

- **Explain:** “When you send someone a WhatsApp message, you can see if it has been delivered to their phone and if they have read it”. A) Sent = 1 grey tick B) Delivered = 2 grey ticks C) Read = 2 blue ticks
- **Ask:** “Can you think of some examples of when you would send a voice message, or a picture rather than a text message?”

Activity: Group messaging



Explain: “You are now going to try using ‘group chat’.”

Explain Explain ‘group chat’ “On WhatsApp, more than one person can be in the same group conversation.”



Show the ‘How to use WhatsApp: group Messaging’ poster

- **Explain:** “This poster shows the initial steps to create a WhatsApp group”
- **Demonstrate** how to create a WhatsApp group and invite your trainees, on their shared phones, to all join one WhatsApp group (send invites using the numbers for the shared phones)
- **Send a text or a voice message** to the trainees’ WhatsApp group, asking the trainees to share their group selfies in the group chat
- **Ask:** “Can you think of examples of when you would use group messaging rather than 1-to-1 messaging?”

Tip: Leave the trainees’ WhatsApp group open for the rest of the training and ask trainees to keep participating in the group chat e.g. ask them to share their thoughts, feelings, any pictures and feedback in the group chat.

Personal Uses

Discuss with your trainees how WhatsApp can be beneficial in their own lives

- **Ask:** “Now you know how to use WhatsApp, what do you want to use it for in your own life?” Give them some suggestions based on their interests
- **Ask:** “What are you most interested in and excited about doing, now that you are learning how to use WhatsApp?”

Safety

Ask “What does safety mean to you?”

Ask your trainees to imagine they are in a typical public place, e.g. like the market. Ask them to discuss what they would do to keep safe in this place. Prompt them with the following questions and answers:

Prompts	Potential Answers
What do you do if someone you don't know bothers you?	You avoid or ignore them Be careful – they are not always who they say they are
What do you do if someone you don't know or trust asks you for your personal information?	You don't give out personal information to someone you don't know or trust because they may misuse it
What do you do if you feel unsure or uncomfortable about something you see or experience?	Tell someone you know and trust about what happened
How do you treat people you interact with?	You are polite and respectful to people

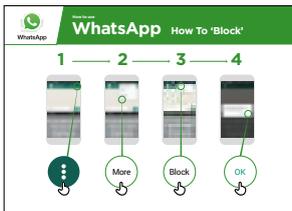
Explain: “It is important to remember the internet is a public place, and it is important to treat it like a public place and stay safe.”

Safety



Give your trainees the 'Safety tips' handout

- **Discuss** with your trainees what these tips mean for using the internet
- **Bring the tips to life** by using examples that are relevant for your trainees. For example, women may be more concerned about how to prevent harassment



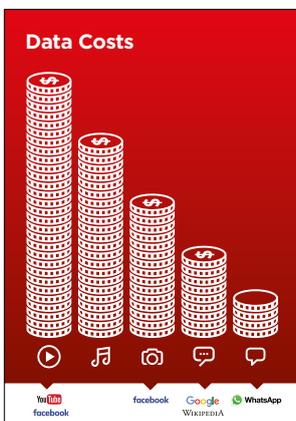
WhatsApp Safety

- **Ask:** “If someone you do not know tries to message you, or someone tries to bother you on WhatsApp and you don’t want them to, what can you do?”
- **Explain:** “On WhatsApp you can ‘block’ them so they can’t contact you again on the same number”
- **Show the 'Block Process' poster** and demonstrate how to block people on WhatsApp

\$ Cost

Explain: “Now you know how to use WhatsApp, and what it can be used for, let’s talk about how much it costs to use! To use the internet on your phone you have to buy data from your mobile network provider.”

Explain: “The cost of each WhatsApp message is much cheaper than SMS. If the person you are messaging is far away (even in another country) it does not change the cost – they can be in another state or next door to your home.”



Show the 'Cost' poster

- **Explain:** “Different activities use different amounts of data. Looking at text uses the least data, looking at images uses more, playing and downloading music uses a bit more and playing videos uses the most”
- **Explain:** “Some internet services are linked to activities that use more data”
- **Ask:** “Where is WhatsApp on the poster?” and “What does that mean for how much it tends to cost?”
- **Ask:** “What makes it cost more? **Answer:** “Videos”
- **Ask:** “What makes it cost less?” **Answer:** “Using text”

\$ Cost

Checking data

- **Ask:** “Why is it useful to check how much data you have used?”
- **Answer:** “To understand how much of your data you have used up and how much different activities cost to do”
- **Explain:** “You can check how much data you have, just like you check how many minutes or texts you have; by typing in a code on your phone from your mobile network”
- **Explain:** “You can buy data in different amounts depending on what you are going to use the internet for. Ask for advice from your local mobile agent on which amount is best suited to you”
- **Explain:** “if you access the internet in a Wi-Fi zone, you will not use your data package. Your local mobile agent may be able to help you find your local Wi-Fi zones. However, the nearest zone may be too far to travel to
- **Demonstrate** to your trainees how to check their data

Tip: Checking how much data you have varies depending on which country you are in and which network the phone is on. Ask a mobile agent if you need support with how to check data

Recap



Play the WhatsApp icon game

- **Hold up** each WhatsApp icon, one at a time
- **Ask** “Where is this on the phone and what is it?”
- **Explain** to your trainees what each icon is, if they need support
- **Give small rewards** (e.g. sweets) for correct answers and stick the icons on the wall afterwards to help remind your trainees what they are

Explain: that there are similar messaging services to WhatsApp. These include: Telegram, Line, Viber, Hike or Facebook Messenger.

Tip: “Many applications and services on the internet use similar icons and words. When you are using the internet look out for these icons, so next time you see them, you can remember what they mean.”

Recap on WhatsApp

- **Discuss with your trainees what they have learned about using WhatsApp**
- “What have you learned about using WhatsApp?”, “What can you use it for?”
- “How is it different from SMS?”, “What can you do with WhatsApp that you can’t do with SMS?”
- “Do you still have any concerns about using WhatsApp?”
- “What do you want to use WhatsApp for in your own life? What are you most interested in and excited about using it for?”

Tip: Run the recap as a quiz and give rewards (e.g. sweets) to trainees for playing.

Recap

Tip: If trainees would like to access the internet and WhatsApp on their own phones, give them some time here to practise what they've learned and offer support and encouragement.

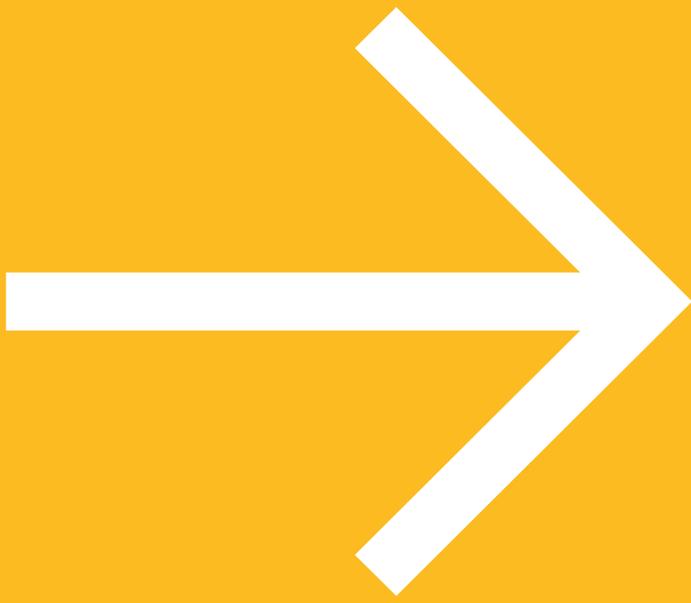
Going to the next level

If you reach the end of the session and still have extra time:

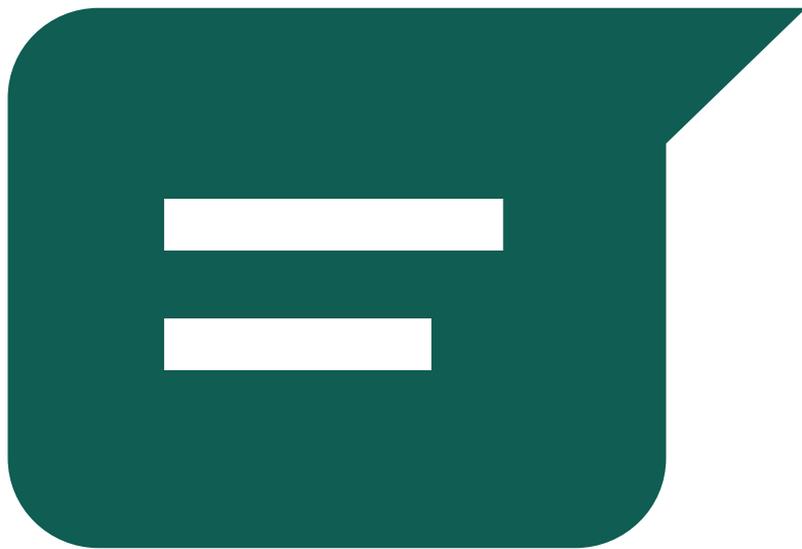
- **Ask:** “Do you have any further questions about anything we have covered in the session?”
- **Ask:** “What else would they like to know about the mobile internet?”

Some more advanced features of WhatsApp you can discuss with your trainees include:

- **Uploading photos** from your photo gallery to a WhatsApp conversation
- **Sharing your location** on WhatsApp so that friends and family know where you are
- **Setting up a WhatsApp profile**, including privacy settings
- **Downloading apps** from the app store (you will need to cover email also, as having email is necessary to download apps)



Posters Cut-outs And Info-sheets







WhatsApp

How to use

WhatsApp one-to-one Messaging

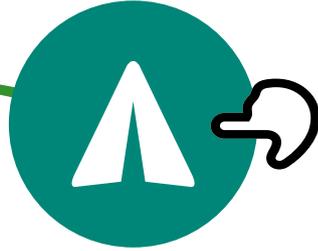
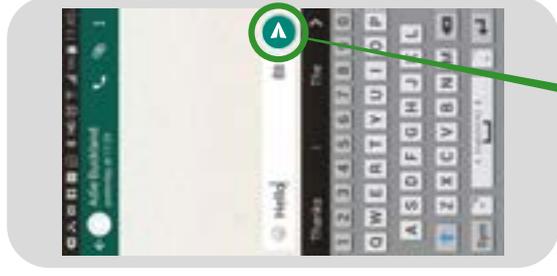
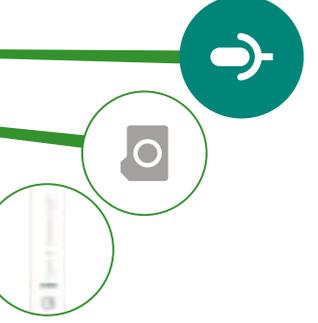
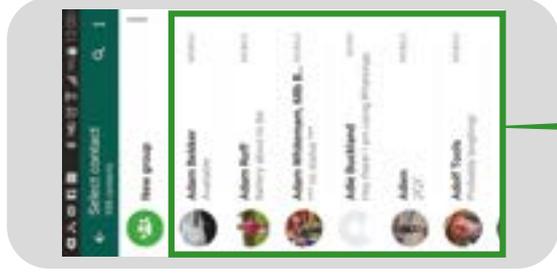
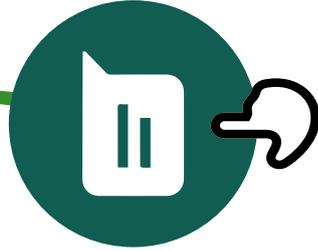
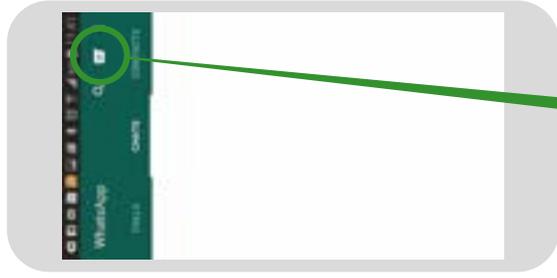
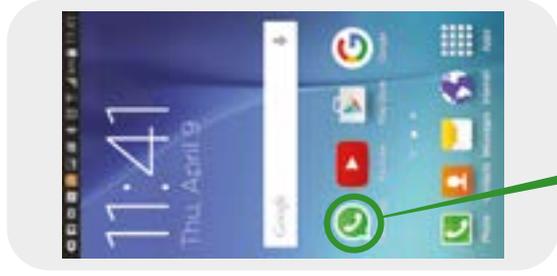
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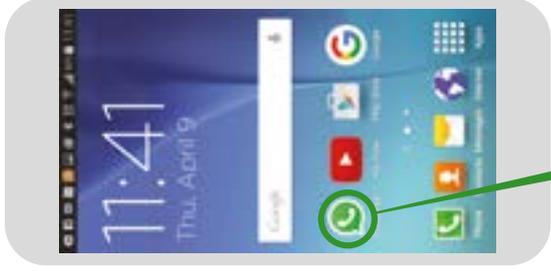


WhatsApp

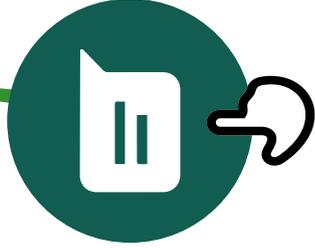
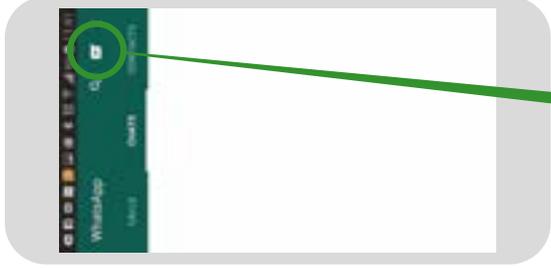
How to use

WhatsApp Group Messaging

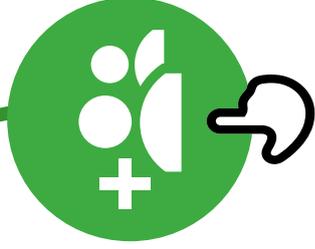
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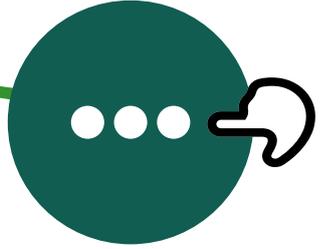
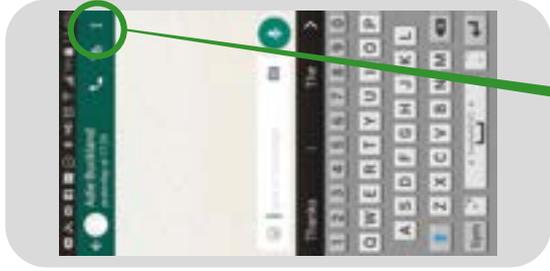


WhatsApp

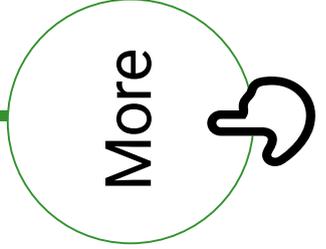
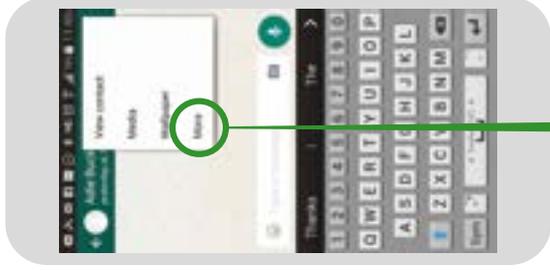
How to use

WhatsApp How To 'Block'

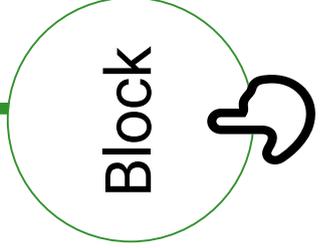
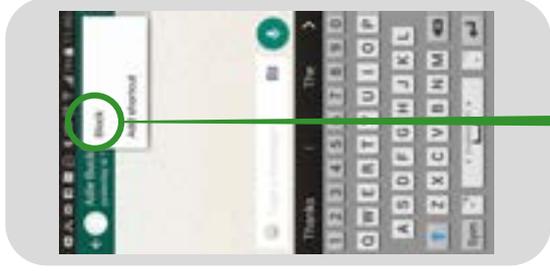
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