

Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills

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case.

**2**

**MODULE 2 - WHATSAPP**

**Module 2 - WhatsApp**

# In- Depth Training

**MODULE 2 - WHATSAPP**

45-60

Material you will need:

**How to use**

**WhatsApp**

**One to One Messaging**

**1**

**2**

**3**

**4**

**5**

**How to use**

**WhatsApp**

**One to One Messaging**

**1**

**2**

**3**

**4**

**5**

**How to use**

**WhatsApp**

**One to One Messaging**

**1**

**2**

**3**

**4**

**5**

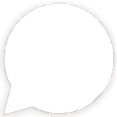
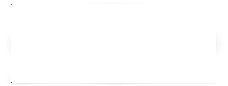
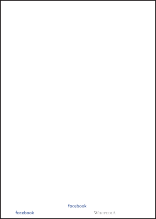
**Time Duration:**

45-60mins

**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

MODULE 2 – WHATSAPP



Pens, Paper and

Masking Tape

Smartphone

Handsets

Small Rewards

WhatsApp

Posters x 3

**Data Costs**

Glossary Handouts

Cost Poster

Safety Tips

Icon Cut-outs

**Be polite and respectful to people**

**Tell someone you know and trust, if you feel uncomfortable about anything you see**

**or experience**

**Keep your personal information private**

**‘Block’ or ignore people you don’t know, or who are bothering you.**

**Easy tips for internet safety**

Google is an internet service that makes it easy to find any information that you want to find on the internet

**phone** smartphone

**Feature** A mobile phone that has the ability to access the internet and

store and play music but lacks the advanced functionality of a

do with phone credit

Whenever you use the internet on your phone, you are using data.

**Data** You can buy data from your mobile network provider, just like you

Google Chrome Mozilla Firefox Opera Microsoft Internet

Explorer

A web browser, or simply “browser,” is an application used to

**Browser** access and view websites. Common web browsers include;

the right side of the screen.

* Ads can be videos or images that pop up on your screen

**or Ad**

* Ads can also be the links at the top of Google results and on

An ad is a piece of information that is trying to sell you something. It

**Advert** is good practice to avoid clicking on ads

[www.india.in](http://www.india.in/) e.g. [www.google.in](http://www.google.in/)

In the address bar there will always be the address of the website

**Address bar** The address bar shows you what website you are on.

An app gives you a shortcut to a service on your phone. For internet services e.g. WhatsApp, Facebook, Google, apps provide a quick and easy way to get onto the internet to use that service

**App**

The internet can run at different speeds when you use it. 2G internet

**2G / 3G / 4G** is the slowest, 3G internet is faster and 4G internet is the fastest

**Definitions**

**Trainers can add to this section to include local relevant information on the mobile internet**

**Buy Now!**

INTRO / MESSAGE 1TO 1 / GROUP MESSAGE / PERSONAL USE / SAFETY / COST / RECAP

**MODULE 2 - WHATSAPP**

Introduce 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.

MODULE 2 – WHATSAPP

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INTRO / MESSAGE 1TO 1 / GROUP MESSAGE / PERSONAL USE / SAFETY / COST / RECAP

**Activity: Messaging one-to-one**

**Get practical!**

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



**How to use**

**WhatsApp One to One Messaging**

**1 2 3 4 5**

**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 | 1. **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?” |
| 1. **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 |

MODULE 2 – WHATSAPP

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INTRO / MESSAGE 1TO 1 / GROUP MESSAGE / PERSONAL USE / SAFETY / COST / RECAP

**Activity: Group messaging**

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

**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**



**How to use**

**WhatsApp Group Messaging**

**1 2 3**

* **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?”

MODULE 2 – WHATSAPP

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INTRO / MESSAGE 1TO 1 / GROUP MESSAGE / PERSONAL USE / SAFETY / COST / RECAP

Safety

**Ask** “What does safety mean to you?”

**Ask your trainees to imagine they are in a typical public place,** e.g. 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.”

MODULE 2 – WHATSAPP

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INTRO / MESSAGE 1TO 1 / GROUP MESSAGE / PERSONAL USE / SAFETY / COST / RECAP

Safety

**Give your trainees the ‘Safety tips’ handout**

|  |  |
| --- | --- |
| **Easy tips for internet safety** | |
| **‘Block’ or ignore people you don’t know, or who are bothering you.** | **Keep your personal information private** |
| **Tell someone you know and trust, if you feel uncomfortable about anything you see**  **or experience** | **Be polite and respectful to people** |

* + **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**



OK

Block

More

**How to use**

**WhatsApp How To ‘Block’**

**1 2 3 4**

* + **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.

MODULE 2 – WHATSAPP

**MODULE 2 - WHATSAPP**

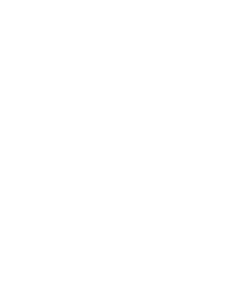
INTRO / MESSAGE 1TO 1 / GROUP MESSAGE / PERSONAL USE / SAFETY / COST / RECAP

$ **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**



**Data Costs**

* + **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”

MODULE 2 – WHATSAPP

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INTRO / MESSAGE 1TO 1 / GROUP MESSAGE / PERSONAL USE / SAFETY / COST / RECAP

$ **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 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.

MODULE 2 – WHATSAPP

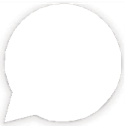
**Tip:** Checking how much data you have varies depending on which country you are in and which network the phone is on. Ask a mobile agent if you need support with how to check data.

**MODULE 2 - WHATSAPP**

INTRO / MESSAGE 1TO 1 / GROUP MESSAGE / PERSONAL USE / SAFETY / COST / RECAP

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. Hike is a popular service in India that is similar to WhatsApp but also allows you to send graphical stickers.

**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**

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

* “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?”

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INTRO / MESSAGE 1TO 1 / GROUP MESSAGE / PERSONAL USE / SAFETY / COST / RECAP

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)

MODULE 2 – WHATSAPP

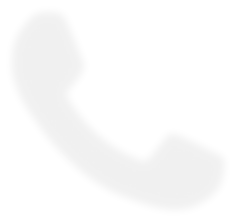
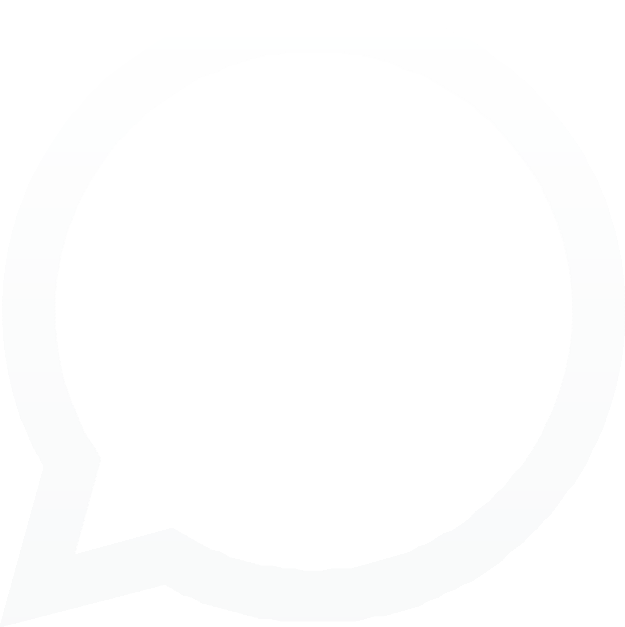
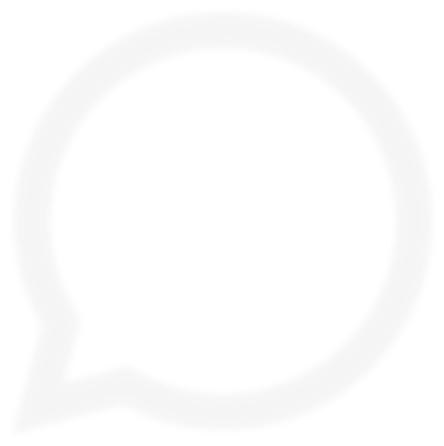
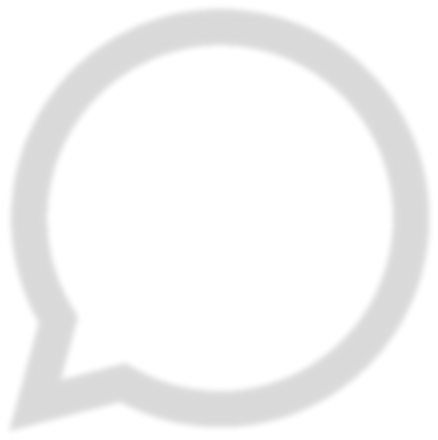
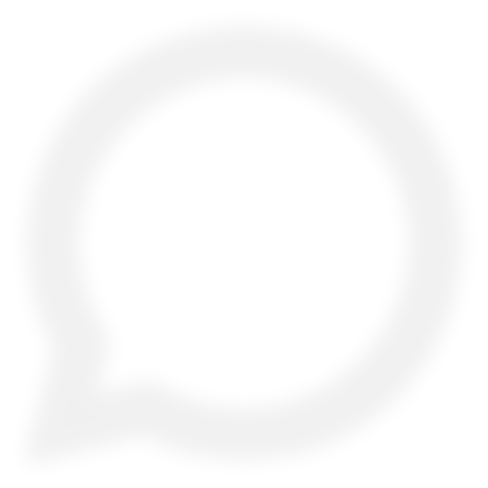
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BITESIZE – WHATSAPP

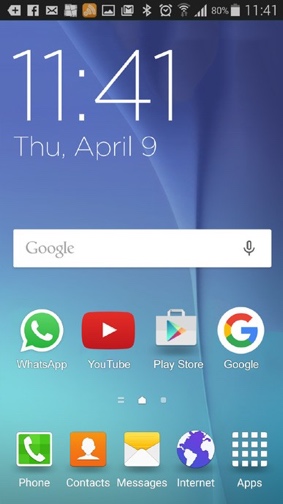
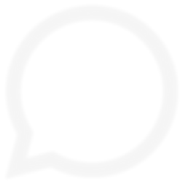
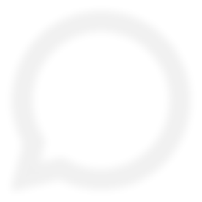
**Posters, Cut-outs and**

**Info-sheets**

Icon Cutouts - WhatsApp



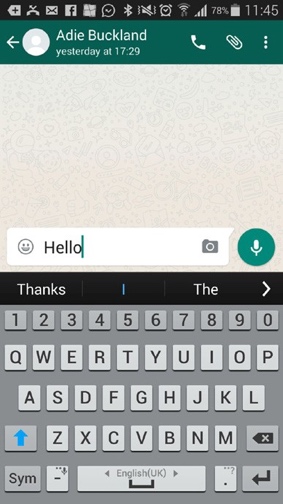
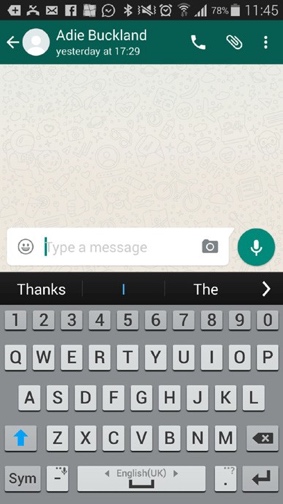
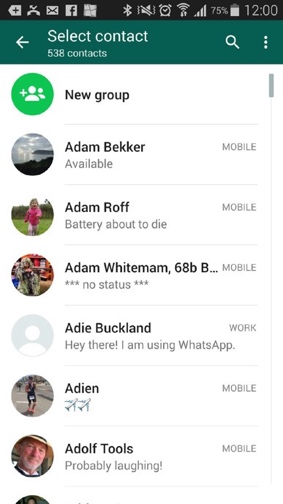
Icon Cutouts - WhatsApp



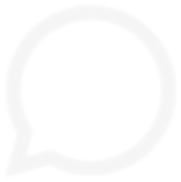
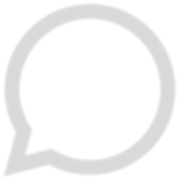
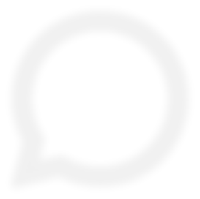
**WhatsApp One-to-One Messaging**

**How to use**

**1 2 3 4 5**

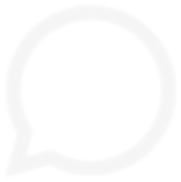
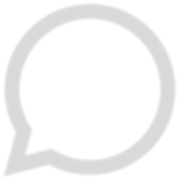
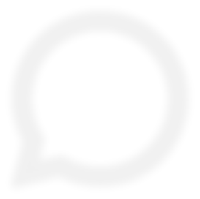
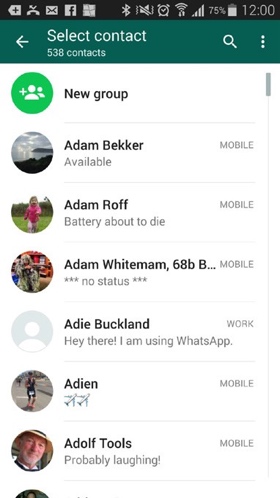
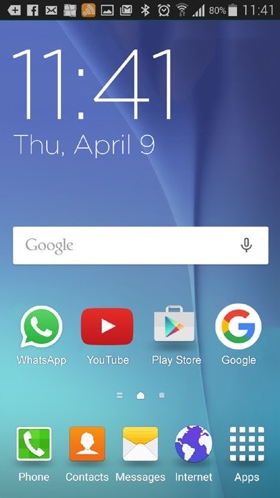


**WhatsApp Group Messaging**



**How to use**

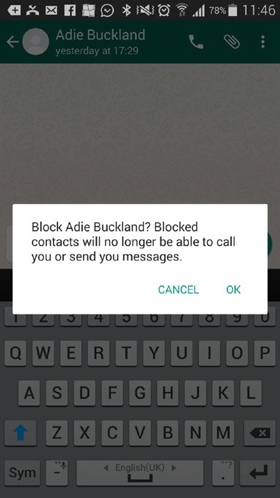
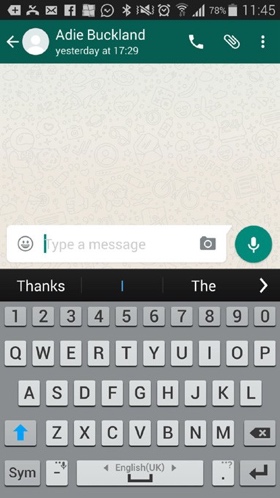
### 1 2 3



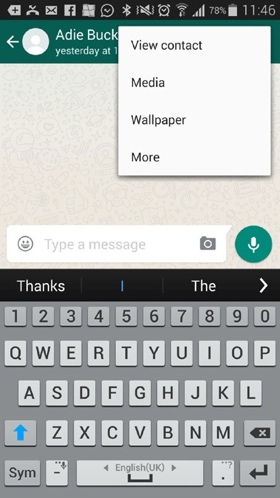
**WhatsApp How To ‘Block’**

**How to use**

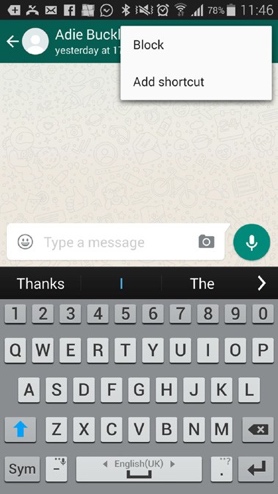
### 1 2 3 4



OK



More



Block



**CERTIFICATE**

has completed

**BASIC MOBILE INTERNET SKILLS**

training

Date Signed



**CERTIFICATE**

has completed

**BASIC MOBILE INTERNET SKILLS**

training

Date Signed