

Digital Etiquette and Responsible AI Communication Course

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Overview

Digital Etiquette and Responsible AI Communication Course is a one-week foundation course for professionals, business users, team members, and supervisors, who leave with a Digital Etiquette and Responsible AI Code. Participants set channel, tone, response, meeting, inclusion, consent, privacy, verification, disclosure, attribution, and escalation expectations for AI-assisted communication. The course addresses trust and respectful conduct across everyday digital work. Agile Leaders Training Center provides training in digital etiquette and responsible AI communication.

Who Should Attend

- Professionals responsible for daily messaging, meetings, and digital collaboration
- Business users responsible for reviewing AI-assisted communication
- Team members responsible for handling shared information and consent
- Supervisors responsible for respectful conduct and conflict escalation
- Support teams responsible for accessible and inclusive communication

The course assumes participants use workplace communication tools and leaves out cybersecurity operations, technical AI governance, advanced prompting, and social-media marketing.

Departments and Industries

The course supports professional communication across digital and AI-assisted workplaces.

- Administration, operations, shared services, and project teams
- Customer service, sales, marketing, and communications
- Human resources, legal operations, and compliance
- Healthcare, financial services, and professional services
- Education, retail, hospitality, and technology

Learning Objectives

By the end of this course, participants will be able to:

- Apply channel, tone, response, and meeting etiquette
- Use accessibility, inclusion, consent, and boundary checks
- Evaluate privacy and confidential-information risks
- Analyze AI-assisted content for accuracy, bias, and respect
- Apply disclosure, attribution, conflict, and escalation rules

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- Build a digital etiquette and responsible AI code

Course Agenda

Day 1: Digital Communication Expectations

- Channel Choice and Message Purpose Matrix
- Tone, Clarity, and Context Checklist
- Response-Time and Availability Boundary
- Message Length and Thread Discipline Guide
- Digital Communication Expectation Card

Day 2: Meetings, Inclusion, and Consent

- Virtual Meeting Conduct Checklist
- Participation and Turn-Taking Protocol
- Accessible Content and Format Review
- Recording, Voice, and Image Consent Gate
- Working-Hours and Personal Boundary Map

Day 3: Privacy, Accuracy, and Trust

- Confidential Information Sharing Decision
- Personal Data and Audience Check
- Claim, Source, and Recency Verification
- Misinformation and Forwarding Pause Rule
- Correction and Retraction Response Template

Day 4: Responsible AI-Assisted Communication

- AI Assistance Disclosure Decision
- Authorship and Contribution Attribution Record
- Bias and Respectful Language Review
- Human Approval and Accountability Gate
- Conflict, Harm, and Escalation Path

Day 5: Digital Etiquette Practice

- Suggested Exercise: Select a Communication Channel
- Suggested Exercise: Review an Inclusive Digital Meeting
- Suggested Exercise: Verify and Correct a Message
- Suggested Exercise: Disclose and Attribute AI Assistance
- Capstone Exercise: Digital Etiquette and Responsible AI Code

Practical Exercises

The course uses suggested activities to turn communication principles into consistent workplace conduct.

- Suggested activity: match message purpose, urgency, audience, tone, length, and response expectation to a suitable channel
- Suggested activity: review meeting participation, accessibility, consent, recording, and working-hour boundaries
- Suggested activity: inspect confidential information, personal data, claims, sources, recency, and correction needs
- Suggested activity: document AI disclosure, attribution, bias review, human approval, conflict, and escalation

FAQs

Who suits digital etiquette and responsible AI communication training?

Digital etiquette and responsible AI communication training suits professionals, business users, team members, supervisors, and support teams that use workplace communication tools and review AI-assisted content.

How does digital etiquette differ from technical AI governance?

Digital etiquette guides everyday behavior, communication, consent, privacy, verification, disclosure, and respect. Technical AI governance manages systems, models, controls, risks, ownership, and lifecycle oversight at an organizational level.

When should AI assistance in workplace communication be disclosed?

AI assistance should be disclosed when workplace policy, professional duties, audience expectations, material contribution, or decision consequences require transparency, using a record that explains the human review and contribution.

How should professionals verify AI-assisted messages?

Professionals should check claims against trusted and current sources, protect confidential and personal data, inspect context and omissions, review bias and tone, correct errors, and retain human accountability.

What improves etiquette in digital meetings and messages?

Clear channel choices, concise context, realistic response expectations, accessible formats, consent, inclusive participation, working-hour boundaries, respectful language, and a defined correction and escalation path improve digital conduct.

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Conclusion

Participants take back a Digital Etiquette and Responsible AI Code linking channels, tone, response expectations, meetings, inclusion, consent, privacy, verification, disclosure, attribution, conflict, and escalation. It makes professional conduct explicit across digital work. It supports clearer communication, responsible AI assistance, and consistent handling of trust-sensitive situations.

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