

Communicating with others: Email, WhatsApp or Messenger? Which is Best for Keeping in Touch?

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Email, WhatsApp or Messenger? Which is Best for Keeping in Touch?

- Who regularly uses:
- 📧 Email
- 💬 WhatsApp
- 💙 Messenger
- Other?

- **Which do you like best (and why)?**



What Are They?

- **Email**
  - 📧 Electronic letters
  - Excellent for businesses
- **WhatsApp**
  - 💬 Instant messaging
  - Friends, family, groups
- **Messenger**
  - 💙 Facebook messaging
  - Facebook friends and groups





All three can send:

- ✓ Messages
- ✓ Photos
- ✓ Videos
- ✓ Documents

Email

- **Best For**
-  Banks
-  Doctors
- ✈ Holiday bookings
-  Businesses
-  Documents
-  Longer messages

- **Advantages**
- ✓ Professional
- ✓ Easy to keep
- ✓ Searchable
- ✓ Good attachments

- **Not So Good**
- ❌ Slower replies
- ❌ Spam
- ❌ Less conversational

WhatsApp

- **Best For**
- 👨‍👩‍👧 Family
- 😊 Friends
- 📸 Photos
- 🎂 Invitations
- 🚶 Walking groups

- **Not So Good**
- ❌ Busy group chats

- **Advantages**
- ✓ Very quick
- ✓ Easy
- ✓ Excellent photos
- ✓ Voice & video calls
- ✓ End-to-end encrypted

- ❌ Requires mobile number
- ❌ Scam messages exist

Messenger

- **Best For**
- Facebook friends
- Community groups
- Village events
- Marketplace

- **Not So Good**
- ❌ Requires Facebook

- **Advantages**
- ✓ Already on Facebook
- ✓ Easy video calls
- ✓ Good group chats

- ❌ Fake profiles
- ❌ More unsolicited messages

Which Would You Use?

Situation	Email	WhatsApp	Messenger
Contact insurance company			
Family holiday photos			
Local U3A outing			
Complain to a retailer			
Birthday invitation			

Which Would You Use?

Situation	Email	WhatsApp	Messenger
Contact insurance company	X		
Family holiday photos		X	
Local U3A outing	X	X	X
Complain to a retailer	X		
Birthday invitation	X	X	X

Which Would You Choose?

- **Scenario 1**
- “I’ve just come back from holiday and want to send 20 photos to my daughter.”

- A Email
- B WhatsApp
- C Messenger

Which Would You Choose?

- **Scenario 1**
- “I’ve just come back from holiday and want to send 20 photos to my daughter.”

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Which Would You Choose?

- **Scenario 2**
- “I want to get back in contact with a friend I went to school with. How can I contact her?”

- A Email
- B WhatsApp
- C Messenger

Which Would You Choose?

- **Scenario 2**
- “I want to get back in contact with a friend I went to school with. How can I contact her?”

- A Email
- B WhatsApp
- C Messenger ?

Which Would You Choose?

- **Scenario 3**
- “I want an estimate for my living room decorating”

- A Email
- B WhatsApp
- C Messenger

Which Would You Choose?

- **Scenario 3**
- “I want an estimate for my living room decorating”

- A Email 📄
- B WhatsApp
- C Messenger

Staying Safe - Email

- ⚠ Fake banks
- ⚠ Fake deliveries
- ⚠ HMRC scams
- ⚠ Secure password (and viewed on a secure device) is essential for email!

Staying Safe - WhatsApp

- ⚠ “Hi Mum”
- ⚠ Fake competitions
- ⚠ Fake family emergencies
- ⚠ Set your security up properly

Staying Safe - Messenger

- ⚠ Hacked friends
- ⚠ Romance scams
- ⚠ Marketplace fraud

Golden Rule

- **Stop**
- **Think**
- **Check**

- Never feel rushed.

Myth or Fact?

- **Ask the audience……**

- ❓ Email is more suitable for contacting businesses.
- ❓ WhatsApp costs money.
- ❓ WhatsApp messages are encrypted.
- ❓ You need Facebook to use Messenger.
- ❓ Messenger only works on phones.

Which one should you choose?

- **Email**
-  Important “letters”
-  Documents
-  Businesses
- ‼️ Formal communication

- **Messenger**
-  Facebook friends

- **WhatsApp**
-  Friends
-  Family
-  Photos
-  Groups

-  Community groups
-  Local events

Final Thoughts

- **The best communication method depends on who you're talking to and what you want to say - not on which app is "best".**

- **Questions?**

Final Thoughts

- Discussion.....
  - Do we have too many options now?
  - Which other messaging types do you use? Eg Text, FB, other?
  - How do you use them?
  - What are their pros and cons?
  - When would you NOT use them?
  - Some messages are best delivered face to face.....which ones?