

# Communication and etiquette in secondary education

Ena Martinčević

Faculty of Organization and Informatics  
Student at Organization of business systems  
Pavlinka ulica 2, 42 000 Varaždin  
emartince@foi.hr

**Abstract.** *Good communication is a key process for success in any aspect of life, so it is also crucial in high school education. Verbal and nonverbal communication in the classroom are essential so that the teacher can transfer knowledge to students and how students could express their opinions and feelings. Students should show respect to teachers during their stay at school. In a virtual environment, students should also pay attention to etiquette. It refers to the proper writing of messages or emails, choosing words that are addressed to others, citing sources in papers and the like. In the first part of the paper, there is a theoretical part which includes verbal and nonverbal communication in school, online communication, and etiquette in school and in the online world. The other part of the paper is exploratory. Research data will be collected in a high school in Ivanec, a small town near Varaždin. The results obtained will be interpreted and compare with the literature. Statistical processing of the results will also be done. Based on the results, a conclusion will be drawn about the quality of communication within the selected high school, and the acceptable behavior of students.*

**Keywords.** Communication, etiquette, education

## Acknowledgments

This research is part of final paper at the Faculty of organization and informatics "Communication and etiquette in secondary education ", whose mentor is Prof. Violeta Vidaček-Hainš, Ph.D.

## References

- Diklić, J., Nakić, M. i Šošić, D. (2019). Edukativna uloga društvenih mreža u medijskom odgoju djeteta. *Communication Management Review*, 04 (01), 178-195. Available 04.02.2022. at <https://hrcak.srce.hr/clanak/326255>
- Dolowitz D.P., Buckler S., Sweeney F. (2017). *Researching Online*. Macmillan Education UK
- Hasmujaj, E. i Bushati, J. (2017). Internet in education system. *Pannoniana*, 1 (2), 71-79. available 19.04.2022. at <https://hrcak.srce.hr/184269>
- Krelja Kurelović, E., Vasiljević, B. i Bodiš, S. (2013). Odgojna komponenta u nastavi informatike. *Metodički obzori*, 8(2013)1 (17), 5-13. Available 19.04.2022. at <https://hrcak.srce.hr/file/156462>
- Markulin, D. (2020). Umijeće nastavnika u poticanju uspješne nastavne klime. *Časopis za odgojne i obrazovne znanosti Foo2rama*, 4(4), 45-60. Available 19.04.2022. at <https://hrcak.srce.hr/file/365920>
- Matijević, M., Radovanović, D. (2011). *Nastava usmjerena na učenika: Prinosi razvoju metodika nastavnih predmeta u srednjim školama*. Zagreb: Školske novine.
- Pavičić Vukičević, J., Prpić, M. i Korda, M. (2020). Respect for Teachers in Relation to Student Violence against Teachers. *Croatian Journal of Education*, 22 (4), 1199-1225. Available 09.05.2022. at <https://doi.org/10.15516/cje.v22i4.3718>
- Vejmelka, L., Strabić, N. i Jazvo, M. (2017). Online aktivnosti i rizična ponašanja adolescenata u virtualnom okruženju. *Društvena istraživanja*, 26 (1), 59-78. Available 19.04.2022. at <https://hrcak.srce.hr/file/263178>