



Session Outline

UNLEASHING CONNECTION THROUGH DIGITAL BODY LANGUAGE

ERICA DHAWAN

Leading Authority on 21st Century Teamwork, Collaboration & Innovation;
BESTSELLING AUTHOR

CONNECTIONAL INTELLIGENCE

- Our most powerful asset is how we connect with one another.
- All of us are immigrants to the world of digital body language.
- Reading messages carefully is the new listening.
- Writing clearly is the new empathy.
- Interacting has never been easier, but productive collaboration can feel harder than ever.
- Connectional intelligence is the capability to unlock new and unrealized value by fully maximizing the power of networks and relationships.
- How are you accessing networks outside of your own?

DIGITAL BODY LANGUAGE STYLES (11:00)

- Digital natives
 - Preference for informal mediums like text and IM (instant message)
 - Voicemail phobia
 - Consistent use of each channel
 - More-frequent, shorter messages
- Digital adapters
 - Preference for phone calls and in-person meetings
 - Reluctance with new technology



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- Inconsistent use of each channel (e.g., using text like it's email)
- Higher-quality, less-frequent messages

VALUE VISIBLY (13:00)

- Many ways we valued others in the past were through in-person connection.
- There is a new set of signals and cues that also matter now.
- Valuing visibly includes valuing people's time and acknowledging individual differences.
- Connecting intelligently sometimes means experimenting with our approach.

COMMUNICATE CAREFULLY (18:30)

- The new first impression is the first email you write. The subject line is the new eye contact. The quick recap is the new handshake.
- Think before you type.
- Deliver with maniacal clarity.
- Choose the right channel.
- Never confuse a brief message with a clear message.

COLLABORATE CONFIDENTLY (21:00)

- Great collaboration does not come from more meetings or messages. It comes from reimagining how we maximize the collective expertise of anyone, anytime, anywhere.
- Great collaboration includes creating sparring zones, asking ourselves not only what we are doing but how we can improve.



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TRUST TOTALLY (23:00)

- Trust is not just about proximity or how long you have known someone; it is about courageous conversations.
- Ask questions like, “What is one piece of bad news I normally would not want to hear?”
- Trusting totally is also about reimagining how we connect in all our formats.
- Ask what you miss most when not in person — and thus what to do differently when you are in person.
- Enhance the human connection with the power of digital tools.

FOUR LAWS CHECKLIST (25:45)

- Value Visibly: Do we feel like our best work is acknowledged and celebrated?
- Communicate Carefully: Do we feel there is a common understanding of priorities and next steps?
- Collaborate Confidently: Do all the appropriate stakeholders feel identified and aligned?
- Trust Totally: Do we create watercooler moments for informal social connections?

STORY CREATORS (28:30)

- We are living in an age of connection overload.
- What was implicit in our traditional body language must be explicit in our digital body language.
- Today we are story creators, not just storytellers.