



**LEADING AUTHORITY ON 21ST CENTURY TEAMWORK,
COLLABORATION & INNOVATION; BESTSELLING AUTHOR**

Erica Dhawan is an internationally recognized authority on 21st-century teamwork, collaboration and innovation. Named by Thinkers50 as the “Oprah of Management Thinkers,” Dhawan shares innovative strategies to unlock the collective power of teams, build a culture of trust across any distance and create authentic engagement to ensure competitiveness. Considered one of the management thinkers most likely to shape the future of business, Dhawan frequently appears in Harvard Business Review, Fast Company and Wall Street Journal.

Unleashing Connection **THROUGH DIGITAL BODY LANGUAGE**

“These days we don’t talk the talk or even walk the talk — we write the talk,” says Erica Dhawan. In our digital age, building trust and fostering connection has become more complex, especially when teams are separated by generations, work styles and physical distance. Many leaders feel it is harder than ever to inspire engagement, encourage risk-taking and create meaningful bonds within their organizations and teams. Join Erica Dhawan as she unpacks the challenges of virtual communication and introduces the concept of “digital body language.” Learn how to identify and interpret the signals and clues that define modern collaboration. Walk away with practical ways to foster trust, enhance connection and inspire confidence — no matter the platform or distance.

Outline

- Connectional Intelligence
- Digital Body Language Styles
 - » Digital Natives
 - » Digital Adapters
- Four Laws
 - » Value Visibly
 - » Communicate Carefully
 - » Collaborate Confidently
 - » Trust Totally

"WHAT WAS IMPLICIT IN TRADITIONAL BODY LANGUAGE MUST BE
explicit in digital body language."

"READING MESSAGES CAREFULLY IS THE NEW LISTENING.
Writing clearly is the new empathy."

Digital BODY

LANGUAGE ASSESSMENT

*Which one fits
you best:*

☐ I'm more of a **Digital Native**
(quick, short messages, dislike
phone calls).

☐ I'm more of a **Digital
Adapter** (prefer longer context,
like face-to-face or calls).

*Where might
my style create
friction?*

Write one example:

*How could I
bridge the gap?*

LEADERSHIP PLAYBOOK

FOUR LAWS IN PRACTICE

LAW	CURRENT HABIT	SMALL SHIFT I WILL MAKE
Value Visibly <i>Show appreciation, acknowledge time and effort, adapt to digital styles.</i>		
Communicate Carefully <i>Clarity over speed</i>		
Collaborate Competently <i>Unlock ideas from anyone, anywhere</i>		
Trust Totally <i>Create safe spaces</i>		

QUESTIONS FOR REFLECTION (PERSONAL)

1. Do I read digital messages with the same care as I would listen in person? What can I do differently, and how?
2. Am I clear and empathetic in my written communication, or do I leave room for misunderstanding? Can I recall a recent incident where this happened, and how can I do this differently based on the insights from this talk?
3. Which of the Four Laws—Value Visibly, Communicate Carefully, Collaborate Competently, Trust Totally—do I most need to grow in? How can I do that?

QUESTIONS FOR DISCUSSION (GROUP)

1. Where does our team most often misinterpret digital body language (emails, chats, video calls)? What strategy can we adopt to decrease this? How can we apply this?
2. How can we better include quieter voices and those outside our usual circles in collaboration?
3. What one meeting this week could we redesign for more engagement and effectiveness? What can that look like?

MY ACTION STEPS



More resources:
<https://glni.org/gls25-erica-dhawan/>

Instagram: https://www.instagram.com/ericadhawan_/

X: <https://x.com/ericadhawan>

YouTube: https://www.youtube.com/channel/UCo2UXHdLiuhxhS9vwpG_S2g

LinkedIn: <https://www.linkedin.com/in/ericadhawan/>



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