

Erica DHAWAN

Sarah

Quick thought—what do you think of this idea for the deliverable?

4:00 P.M.

John

How would this fit in?

8:00 P.M.

Sarah

Now subject title from "Quick thought" to "Deliverable Changes" — lengthy email

10:10 P.M.

John

k

10:40 P.M.

Sarah

I have a great idea!

John

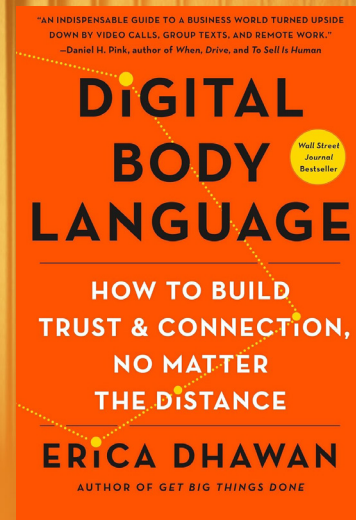
I don't understand what she means by this, I need more context...

Sarah

Replies with a structured email — 200 words, 6 bullet points, bold and underlined headings.

John

This is pretty great.



THE NEXT DAY...

Sarah

Does this mean I should make the changes or hold off?

6:00 A.M.

John

yes

6:10 A.M.

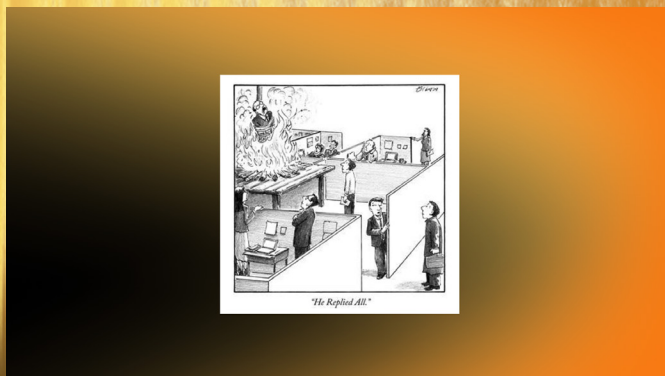
Sarah

!!!!!!!

John

I think she knows what she is doing...

A 15-minute exchange took
5 hours of time, stress, and fear
over a 12-hour period.



CONNECTIONAL INTELLIGENCE

The capability to unlock new and unrealized value by fully maximizing the power of networks and relationships.

DIGITAL NATIVES VS. DIGITAL ADAPTERS

- Preference for informal mediums like text and IM
- Voicemail phobia
- Consistent use of each channel
- More frequent, shorter messages

- Preference for phone calls and in-person meetings
- Reluctance with new technology
- Inconsistent use of each channel (e.g., using text like it's email)
- Higher quality, less frequent messages

4 LAWS OF CONNECTIONAL INTELLIGENCE

Value
Visibly

Communicate
Carefully

Collaborate
Confidently

Trust
Totally



THE GLOBAL
LEADERSHIP
SUMMIT

Erica DHAWAN

VALUE VISIBLY



COMMUNICATE CAREFULLY

Do you want to speak Wednesday or Thursday?

yes

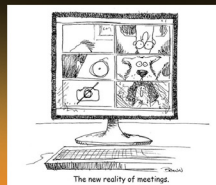
COMMUNICATE CAREFULLY

Think before you type.
Deliver with **maniacal clarity**.
Choose the **right** channel.

COLLABORATE CONFIDENTLY



TRUST TOTALLY



GETTING PRACTICAL

CHECKLIST

- ✓ **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?

How will you get
big things
done for all those counting
on your wisdom,
creativity and heart?



THE GLOBAL
LEADERSHIP
SUMMIT