



ERICA DHAWAN

## DIGITAL BODY LANGUAGE: HOW TO BUILD TRUST AND CONNECTION, NO MATTER THE DISTANCE

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We all leave a digital impression on each other. If someone doesn't text back for hours or even days, do you think they are being rude? Is using an emoji or LOL unprofessional, or creating a human connection with your team? What impression does your manager, team, or colleague think of that kind of behavior? Whether your team works on separate floors, buildings, or even countries, they have to connect online in order to collaborate. These new misunderstandings are happening all day, every day. They're reducing your employee engagement, morale, and team performance each time.

Humans rely on body language to connect and build trust, but with most of our communication happening from behind a screen, traditional body language signals are no longer visible — or are they? In this program, Erica Dhawan, a go-to thought leader on collaboration and a passionate communication junkie, combines cutting edge research with engaging storytelling to decode the new signals and cues that have replaced traditional body language across genders, generations, and culture. In real life, we lean in, uncross our arms, smile, nod and make eye contact to show we listen and care. Online, reading carefully is the new listening. Writing clearly is the new empathy. And a phone or video call is worth a thousand emails.

Digital body language will turn your daily misunderstandings into a set of collectively understood laws that foster connection, no matter the distance. You will leave this program having a better understanding and skills to impact the way we communicate today—from video meetings and daily emails to texts, IMs, and conference calls—and have insights and solutions to build trust and clarity to anyone in our ever changing world.

### This program will help leaders:

- Understand your collaboration style and the digital body language signals you're broadcasting (intended or not!).
- Create cultures of maniacal clarity in email, phone, IM, text, video mediums, and even live meetings in the new normal.
- Develop a collaboration strategy to create the highest performing teams and relationships.

**Competencies Addressed:** *Collaborates, Communicates Effectively, Drives Engagement, Drives Results, Instills Trust*

### ERICA DHAWAN

Erica Dhawan is an internationally recognized leading authority, speaker, and advisor on 21st century teamwork, collaboration and innovation. Named by Thinkers50 as the "Oprah of Management Thinkers", she is the author of two books *Get Big Things Done: The Power of Connectional Intelligence* and *Digital Body Language: How to Build Trust and Connection, No Matter the Distance*. Rated #1 on the Top Women Keynote Speakers of 2020 and featured as one of the management thinkers most likely to shape the future of business, Erica frequently appears in the Harvard Business Review, Fast Company, and Wall Street Journal. Erica speaks on global stages ranging from the World Economic Forum at Davos to TEDx and for companies such as Coca-Cola, FedEx, Goldman Sachs, Walmart, SAP, and Cisco. She has degrees from Harvard University, MIT Sloan, and The Wharton School.



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