That’s Not What I Meant!

Improving Your Online Communication Skills

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Here’s Why This Matters To You…….
“It’s how you looked when you said it, not what you actually said.”*

- 7% Words
- 38% Vocal
- 55% Nonverbal

* The Definitive Book of Body Language, Allan and Barbara Pease
“Contemporary speech relies more than ever on how we say something rather than on what we say. That is, our digital body language.”

• 70% of communication among teams is virtual
• Avg person sends 30 and reads 96.3 emails
• 50% of the time the “tone” of our emails is misinterpreted.
Showing interest and being approachable

• **Traditional Body Language:**
  • Nodding, Bobbing our heads up and down
  • Smiles
  • Open arms, uncrossed legs

• **Digital Body Language:**
  • Responding promptly to a text
  • Replying to email with well thought out comments
  • Using a thumbs up in virtual meetings
  • Writing “I completely agree with what you are saying” in video chat
Listening Attentively

• **Traditional Body Language:**
  - Head tilted to one side or nodding
  - Eye contact, smiling
  - Positive body language
  - Vocal affirmations (yes, uh-huh, etc.)

• **Digital Body Language:**
  - “liking” a text
  - Praising another person’s input in an email
  - Making a detailed comment verbally or in the chat box during video meetings when someone expresses an idea

“Reading messages carefully is the new listening”
Smiling

• Traditional Body Language:
  • It’s contagious
  • Affects areas of the brain linked to happiness
  • Feel a stronger sense of connection when someone smiles back

• Digital Body Language:
  • Using exclamation points and emojis (within reason)
  • Adding a simple “have a great weekend” to the end of an email
  • Laughing during a video meeting
Email Netiquette

Writing clearly is the new empathy
What Makes You Crazy?
Dos and Don’ts

- 24 Hours
- Out of Office
- “Reply all”
- Subject lines
- Be pleasant!
- Visuals
- Flaming

“Writing is hard; few of us do it well”
Phone Netiquette
What Makes You Crazy?
Virtual Meeting Netiquette
What Makes You Crazy?
The Causes
Better Meeting Planning Leads to Less Burnout
Better Meeting Attendance Leads To More Productive Sessions
Bonus Tip: Be Forgiving