Digital Body Language

How do you master body language in a digital world?

❓ What is Digital Body Language?

The Body Language Myth
You've probably heard that when we communicate:
- Our body language conveys 55% of the message
- The tone of our voice represents 38%
- Our actual words convey only 7%

Well, it's NOT true. It is a misinterpretation of some research conducted by Albert Mehrabian in 1967. However, when words and non-verbal messages conflict, people always believe the non-verbal! – *Credit: Erica Dhawan*

Digital Body Language Truth
It's about leading and teaming in a digital world. So much depends on body language
- Connection and trust
- Communication completeness
- Collaboration success

However, even for in-person teams, so much now happens digitally!
- It gives us global access to resources
- It saves on travel time and unnecessary meetings
- Remote and mobile work
- Personal work preferences

❓ Why does it matter?

What percentage of your team's connection, communication, and collaboration happen over a digital medium?
- Email
- Calendar
- Text messages (WhatsApp, Telegram, etc.)
- Voice notes (WhatsApp, Telegram, etc.)
- Video meetings (Zoom, Teams, Meet, etc.)
- Microsoft 365, OneNote, & OneDrive
- Google Docs, Workspace, & Drive
- Collaboration Platforms (Teams, Monday, Slack, Trello, etc.)

Audience Poll: Which digital mediums do you use to lead and team?

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Which digital mediums do you use to lead and team?

? **Who needs it?**
The research is clear. People want hybrid and flexible working arrangements.
- Job Satisfaction
- Physical health
- Work-life balance
- Wellness programs

Interesting article: https://www.forbes.com/sites/bryanrobinson/2022/02/04/3-new-studies-end-debate-over-effectiveness-of-hybrid-and-remote-work/?sh=59e6dafb59b2

? **When do we need to be more skilled in it?**

The answer is a simple question: *When did your teams start connecting, communicating, and collaborating digitally?*

? **How do we improve our digital body language?**
Always use the most effective platform for each type of communication and collaboration

Text such as email and WhatsApp.
Problem - the tone of 50% of text messages is misinterpreted!
- State question / topic / request / action up front
- Traffic light at the beginning of a message
  - Red - stop! I need help right now
  - Amber - take note! This may be important in future
  - Green - go team! Good news and connection
- Using a safe word
- Accept and agree that text platforms are not great collaboration

Voice and Video such as voice notes, calls, and meetings
Problem - searching voice notes and multitasking / not being present
- Make voice notes searchable by adding text subject lines
- Make sure voice calls and meetings have documented summaries
- Combat multitasking and use camera as much as possible
- Eliminate pointless meetings
  - Meet only for things that really need a meeting
  - Voice / video notes and screencasts for information and clarification

NB - The importance of Video and cameras
- Connection
- Trust
- Engagement
- Therefore, efficiency and effectiveness - speed!

Asynchronous collaboration such as using teaming platforms
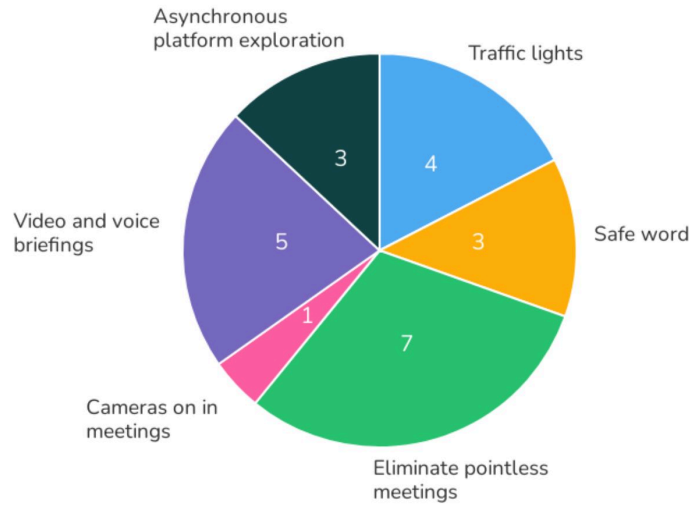Problem - overwhelm, black holes and incompetence with the tools
- The power of asynchronous collaboration
- Clear agreements about standards and usage norms
- Visibility protocols and accountability!
- Upskilling for everyone

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What one thing are you going to do immediately?

Asynchronous platform exploration — 3
Traffic lights — 4
Safe word — 3
Eliminate pointless meetings — 7
Cameras on in meetings — 1
Video and voice briefings — 5

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Mastering and inspiring body language in the digital world requires practice and self-awareness. Regularly reflect on your digital presence and adjust as needed to enhance your ability to connect with and inspire your team.

I hope you enjoyed the presentation!
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