Effective Communication in the Digital Age

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Block 1 Summary: Today is Different

1. Brain distraction (Wilson’s experiments)

2. Brain pleasure (Heath’s experiments)

3. Skill development takes focus & effort, which we (Ericsson’s studies)

   GOOD NEWS!!

4. Brain, body, & people connection (Fredrickson’s experiments & Epley’s experiment)
Eight Ideas for Effective Communication

1. Don’t be the second idiot
2. Find Waldo
3. $1 + 2 = \text{difficult conversations}$
4. Do something hard every day
5. Unsuck your Qs
6. Repair something busted
7. Do no harm
8. Act like every interaction is important
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