



Effective Communication in the Digital Age



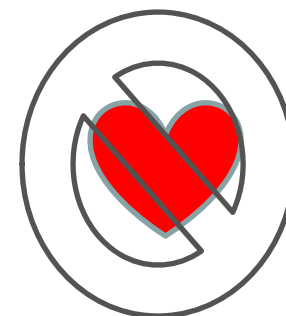
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Block 1 Summary: Today is Different

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. $1 + 2 =$ 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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