



Decode Digital Communication

A Live Interactive Online Course

Course Overview

Maybe you have struggled to create authentic connections with colleagues and friends in the virtual workplace. With the increased amount of digital communications, perhaps you have also experienced an increase in miscommunications, uncertainty and angst. What are the hidden signals we are receiving and sending? More importantly, what does it all mean?

Decode Digital Communication is designed to help you master and decode digital communications to help you stand out in the office and cultivate game-changing performance. The in-depth course consists of over 10 video modules and a downloadable Digital Body Language Style Guide, Team Exercises, Foundational Guide and Team Quiz. With extensive research and honest stories from CEOs of leading companies, you will learn real ways to supercharge collaboration in our digital world to achieve career success.

Course Topics

- Network in a genuine and authentic way to build powerful connections
- Stand out professionally with a strong virtual executive presence
- Identify the best methods for game-changing collaboration

SYLLABUS

BREAK SILOS, ELIMINATE UNNECESSARY EMAILS AND MEETINGS, REDUCE CROSS-TEAM DYSFUNCTION, AND ENHANCE ACCELERATED COLLABORATIONS.

What is Digital Body Language?

- Introduction
- Digital Power Plays & Anxiety (Why are you so stressed?)
- The Online Disinhibition Effect (Why are we so rude online?)

Trust and Power Dynamics

- Trust and Power on a Digital Playing Field
- Four Sources of Digital Anxiety
- Choosing a Digital Medium

Punctuation and Your Digital Persona

- Keeping up with the Emojis ... and the Evolution of Punctuation
- Waiting and Wondering: Digital Ghosting & Slow Response Times
- Your Digital Persona, Your Life

Stand Out, No Matter Your Differences

- Remote Leadership Using Phone and Video Calls
- Gender & Digital Body Language
- Generations & Digital Body Language

Guidebook: Digital Body Language

- Digital Body Language Style Guide
- Digital Styles Team Exercise
- Getting to Trust Totally
- Digital Body Language Colleague Quiz
- Watch Erica's DBL Keynote

MEET YOUR INSTRUCTOR

ERICA DHAWAN IS A GLOBALLY RECOGNIZED LEADERSHIP EXPERT AND KEYNOTE SPEAKER HELPING ORGANIZATIONS AND LEADERS INNOVATE FASTER AND FURTHER, TOGETHER.



Erica has spoken, worldwide, to organizations and enterprises that range from the World Economic Forum to U.S. and global Fortune 500 companies, associations, sports teams, and government institutions. Named as one of the top management professionals around the world by Global Gurus, she is the founder and CEO of Cotential - a company that has helped leaders and teams leverage twenty-first-century collaboration skills globally. Her writing has appeared in dozens of publications, including Fast Company and Harvard Business Review. She has an MPA from Harvard Kennedy School, MBA from MIT Sloan, and BS from The Wharton School.

Trusted by the World's Leading Organizations

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ORACLE

CHASE



STUDENT TESTIMONIALS

“

Erica is a talented coach. Before taking this course, I was struggling with my confidence to effectively lead my hybrid team. I'd recommend this course to hybrid executives and managers who want to better lead their teams.



Rob Berk

CEO, Apprentice

“

I loved this course! Erica gave my leadership team and I actionable steps to take to become effective hybrid and remote leaders. Now, we feel empowered to mitigate miscommunication and confusion and focus on doing great work together.



Maesha Shonar

Consultant at Ernst & Young

“

Erica offers a great combination of real-world stories and actionable advice that's especially relevant now. As a manager of globally distributed teams, I've found the concepts to be very useful and they've helped me lead more inclusively and effectively. Thanks Erica!



Ibrahim Ayub

Manager, PWC

FAQ

IF YOUR QUESTION IS NOT ANSWERED HERE, PLEASE EMAIL
INFO@COTENTIALGROUP.COM



Is this course right for me?

This course is made for anyone who engages in hybrid communication – so, basically, everyone. Erica works with everyone from teachers and doctors adapting to remote work to the world’s leading international organizations that have been working digitally to some extent for many years. If digital communication has ever caused you anxiety or if you’ve ever experienced a digital misunderstanding, this course is for you.

Does this course provide certification or CLE credits?

Yes. Erica Dhawan provides a Stand Out in Your Career, Improve Your Digital Body Language certificate that you can share to validate your completion of the course and to showcase your expertise.

How is this course different from the book?

The concepts in this course are not fundamentally different than those in the book. However, the video format allows Erica to dive deeper into certain topics. In addition, the course provides you access to a group of your peers, downloadable worksheets, an on-demand keynote presentation, and monthly Q&A sessions with Erica.

FAQ

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Do you offer discounts for groups taking the course?

At the moment, we are unable to accommodate group discounts. To set up a workshop or webinar for your group, email erica@cotentialgroup.com.

How long will I have access to the course?

Your enrollment includes lifetime access to the course!

What is the time commitment like?

The time commitment is up to you. The course modules are fully on-demand, so you can take the course at your own pace and come back to it anytime.