Leader Talking Points – Digital Communication

- Digital body language are the subtle cues and signals underlying our digital messages. Just like physical body language, understanding digital body language can help us communicate more effectively and build healthy, productive relationships.

- Examples of digital body language include word choice and tone, length of message, response time, use of camera/mute button, email signature line, use of punctuation and emojis, time of day your communication is sent, and much more.

- In the world of digital communication, nothing is neutral. Everything is open for interpretation.

- Consider these 6 tips for improving your digital messages:

  1. **Manage clarity and brevity.** Messages that are shorter and actionable need more clarity.

  2. **Seek to understand the message and the intent.** Assume good intent but ask for clarification.

  3. **Pick your communication tool wisely.** Use the right tool for the right message and audience.

  4. **Respond carefully.** Proofread with care. Use empathy and emotional intelligence (EQ) to predict the audience response.

  5. **Learn the language.** Read and use digital body language cues and signals.

  6. **Recognize power differentials.** Identify and use levels of trust and authority to guide your communication.

- Find more tips and resources for improving and understanding Digital Communication at TotalHealth.cat.com.