



ON-DEMAND LEADERSHIP
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Rebooting Communication

Better Connections, One Conversation at a Time



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Presented by Geoffrey Tumlin

Digital Age Communication: Best Practices

Self:

1. Avoid the Uncle Billy syndrome
2. Make a deal with social media
3. Don't be the second idiot

Others:

1. Use shock absorbers
2. Have two difficult conversations per year
3. Signal you're ready to repair a frayed relationship

Kids:

1. Prod kids to talk about feelings
2. Avoid compliance communication
3. Create the right kind of memorable messages

Aspirational Interaction Strategies

1. Listen like every sentence matters
2. Talk like every word counts
3. Act like every interaction is important