

# Erica Dhawan

**Leading Authority on 21st Century Teamwork, Collaboration, and Innovation; WSJ Best-Selling Author; Named “Oprah of Management Thinkers”; Ranked #1 of Top Women Keynote Speakers**

Please contact a GDA agent for information.



## Topics

- Artificial Intelligence
- Change Management / Organizational Change
- Communication
- Leadership
- Management
- Teamwork / Teambuilding

## About Erica Dhawan

When leaders want to break team silos, drive exponential growth and innovate through teamwork, they call Erica Dhawan.

Erica Dhawan is an internationally recognized leading authority, speaker and advisor on 21st century teamwork, collaboration and innovation. Named as one of the top 50 management thinkers in the world by Thinkers50, she is the author of two bestselling books, *Get Big Things Done: The Power of Connectional Intelligence* and *Digital Body Language: How to Build Trust and Connection, No Matter the Distance*. As we continue to experience an increasingly digital world where work practices are changing at a blistering pace, Erica shares innovative strategies to unlock the collective power of teams, build a culture of trust across any distance and create authentic engagement to ensure competitiveness. Rated #1 on the Top Women Keynote Speakers list, Erica frequently appears in the Harvard Business Review, Fast Company, and The Wall Street Journal. Erica speaks on global stages ranging from the World Economic Forum at Davos, to the US Army, to companies such as Coca-Cola, FedEx, Goldman Sachs, Walmart, and Cisco. She holds degrees from Harvard University, MIT Sloan, and The Wharton School.

## Select Keynotes

- **Get Big Things Done: The Power of Connectional Intelligence**

We typically associate success with speed and smarts. But in today's hypercompetitive world, even those gifts aren't enough. Collaboration expert Erica Dhawan argues that the game changer is a thoroughly modern skill called Connectional Intelligence (CxQ). As radical a concept as Emotional Intelligence was in the 90s, Connectional Intelligence is turning people into superconnectors who accelerate innovation, break down silos and foster breakthrough impact.

This dynamic, engaging, high-energy, fast-paced session will help participants understand the practice of using connectional intelligence as the key to purposeful collaboration, resilience, and business success. Attendees will shift the notion of collaboration from more meetings and emails to productive engagement that improves speed and quality of service, increases subject matter expertise and specialist sharing across silos, reduces cross-team dysfunction and delay, and eliminates duplicative work. Attendees will learn new insights and tools to accelerate the connected power of teams, become more agile and innovative, and drive breakthrough ideas and outcomes.

### Learning Outcomes:

- Discover new ways to lead, inspire, and communicate with diverse teams through uncertainty
  - Learn how to keep cross team collaborations aligned, build trust, and foster motivation
  - Gain specific actions to inspire teamwork, innovation, resilience, revitalization, and results-driven progress
  - Behaviors to understand and build trust and connection, no matter the distance
- **Win Together: Build Resilient and High-Performing Teams in the Age of AI**

This isn't your ordinary keynote; it's a front-row seat to the future of inspiration and impact in the age of AI. WSJ Bestselling Author and award winning keynote speaker Erica Dhawan promises not just a talk but an immersive experience, where the secrets to unlocking peak performance and team spirit are revealed in the new world of work. Get ready to be captivated, motivated, and equipped with the tools to bring out the best in

yourself and those around you.

Discover the exact strategies to build 21st century teams that defy the odds, whether it's how to be a better leader in the AI revolution or turn challenges into triumphs in the digital-first world. Spoiler alert: AI won't replace us, but leaders who master it will redefine the game. Globally recognized teamwork expert Erica Dhawan provides actionable insights, equipping attendees with the knowledge and strategies to not only adapt to the changing landscape but to thrive in it.

Learning Outcomes:

- ◆ Build Trust in Times of Change: Learn proven techniques to foster trust within teams amidst constant digital and AI transformation.
- ◆ Thrive Amid Uncertainty: Gain actionable tips to enhance engagement, minimize friction, and confidently navigate the unpredictable terrain.
- ◆ AI as a Leadership Tool: Recognize AI as an asset rather than a threat, and harness its capabilities for organizational success.
- ◆ Cultivate Team Spirit: Uncover strategies to enhance collaboration, experimentation, and camaraderie within your teams.

## • Collaborate Faster and Further, Together

Email replies that show up a week later. Video chats full of “oops... sorry no you go” and “can you hear me?!” Ambiguous text-messages. Is it any wonder communication takes us so much time and effort to figure out? How did we lose our innate capacity to understand each other? Humans rely on body language to connect and build trust, but with most of our communication happening from behind a screen, traditional body language signals are no longer visible - or are they? In her keynote, Erica combines cutting-edge research with engaging storytelling to decode the new signals and cues that have replaced traditional body language across genders, generations, and cultures. In person, we lean in, uncross our arms, smile, nod, and make eye contact to show we listen and care. Online, reading carefully is the new listening. Writing clearly is the new empathy. And a phone or video call is worth a thousand emails. In this keynote, Erica Dhawan, author of the bestselling book *DIGITAL BODY LANGUAGE* will supercharge your teams with collectively understood rules that foster connection, build trust and drive innovation.

Learning Outcomes:

- ◆ Understand your collaboration style and the digital body language signals you may be broadcasting (even if you don't intend to!)
- ◆ Create cultures of maniacal clarity across email, phone, IM, text, video, and even live meetings
- ◆ Develop a collaboration strategy that fosters valuable relationships, both in-person and online
- ◆ End cultures of useless meetings, missed deadlines, and digital misunderstandings

## • Selling Value in a 21st Century Marketplace: The Power of Connectional Intelligence

Selling value in a 21st century marketplace demands a significant transformation in go-to-market strategies and a profound evolution in salespeople's omnichannel communication skills and competencies—where up to 70% of sales interactions are virtual-first. We no longer rely solely on the lean-in, handshake, and eye contact. Today, reading virtual cues carefully is the new listening and writing emails clearly is the new empathy.

Erica Dhawan, author of the WSJ bestselling books *Get Big Things Done* and *Digital Body Language*, is the go-to expert helping salespeople become superconnectors to decode the new signals and cues of prospects and customers by mastering the power of Connectional Intelligence. In this keynote, learn the differences between the buyer's brain during virtual interactions and in-person meetings, how to tackle the unconscious cognitive bias in both in-person and digital sales interactions, and how to elevate your presence and increase your level of influence using omnichannel communications. Salespeople will leave blown away by how to better connect with customers, build stronger relationships, and drive sales success in the modern age.

Learning Outcomes:

- ◆ Decipher Digital and In-Person Body Language: Master the ability to read and respond to the subtle cues of your prospects and customers, both online and offline.
- ◆ Optimize Omnichannel Communications: Embrace and effectively utilize a variety of communication channels, tailored to your prospects' and customers' digital and generational preferences.
- ◆ Craft Personal and Emotional Experiences: Create compelling virtual experiences that keep prospects engaged and eager for more in-person and virtual interactions.
- ◆ Balance Real-Time and Asynchronous Communication: Strategically use real-time interactions (live meetings, phone, video, chat) and asynchronous methods (email, text, social media) to maximize engagement and productivity.

## Select Book Titles

- **2021:** *Digital Body Language: How to Build Trust and Connection, No Matter the Distance*
- **2015:** *Get Big Things Done: The Power of Connectional Intelligence*

## Select Articles

- [Association for Talent Development: Collaboration Through Communication](#)

Regardless of how you handle face-to-face interactions, a new set of rules have emerged in the increasingly digital workplace. That was the message from Erica Dhawan in her Tuesday keynote address for the ATD's Virtual Conference. Dhawan pointed out that mastering digital body language is a key leadership skill, particularly since much of workplace communication is now entirely digital. Her keynote proved ideal for those looking to become better at digital body language, and those charged with sharing such concepts with others. Individuals looking to create a digital body framework for their organization can use Dhawan's strategies as a foundation.

- [Harvard Business Review: Do Your Remote Employees Feel Included in Meetings?](#)

Many knowledge workers had their first stint of remote work during the pandemic quarantine this year. As we phase back into in-person meetings and office life, what lessons from our time away from the office can we apply to our return? Erica Dhawan offers several successful approaches I've seen in her work as a consultant, including tapping remote workers first, giving both introverts and extroverts space to contribute, and bringing new life to standing team meetings.

- [Newsweek: What Your Zoom Body Language Says About You](#)

We all understand the importance of body language at work. But how does that translate into the digital realm, now that so many of us are working from home and conducting much of our business lives through online video? That's where Erica Dhawan comes in. Erica is the author of *Get Big Things Done* and the forthcoming *Digital Body Language*, and recently joined Dorie Clark on her weekly Newsweek interview show *Better* to discuss how professionals can communicate more effectively when they're operating digitally.

- [Do Your Remote Employees Feel Included in Meetings?](#)

Many knowledge workers had their first stint of remote work during the pandemic quarantine this year. As we phase back in to in-person meetings and office life, what lessons from our time away from the office can we apply to our return? The author offers several successful approaches I've seen in her work as a consultant, including tapping remote workers first, giving both introverts and extroverts space to contribute, and bringing new life to standing team meetings.

## Select Testimonials

"Erica offers a profound look at how to foster inclusion and better leadership in our digital world."

— *Billie Jean King, Founder, Billie Jean King Leadership Initiative*

"Erica delivered an outstanding keynote. Her message about digital body language could not be more relevant and timely than it is today."

— *Bridget Dunn, Meeting Planner, Association for Talent Development*

"Erica's presentation was an absolute hit."

— *Erik Spoelstra, Head Coach of Miami Heat*

"Erica's presentation was absolutely perfect for our leaders. Our group was diverse and Erica was a hit with everyone! Her storytelling style of presenting along with a healthy dose of informative case studies kept everyone engaged and interested and excited about using connective intelligence to transform our business."

— *George Chavel, Chairman Emeritus, Sodexo*

"As a presenter at our organization's first large scale virtual conference, Erica delivered a keynote session that was not only engaging and thought-provoking, it was extremely relevant to what our organizational membership is currently experiencing. Erica's presentation took viewers outside of their home offices and truly felt like a live, in-person event."

— *Hannah DeBevoise, AACSB International*

"Erica's session was engaging, relevant, and actionable. She is thoughtful, inspirational, and smart with a contagious positive energy. All organizations and executive leaders would benefit from having her as an advisor to drive behavioral change, harness the power of networks, and think beyond traditional cohorts. She is a thought leader in the development of collaborative ways of working, improving productivity and customer engagement and experience."

– *Lisa McCann, COO & Global Head of Customer Success and Delivery Services, Korn Ferry*

“Terrific. Our leaders were very engaged and had immediate practical takeaways. Erica made a big impact.”

– *Mike Fucci, Chairman Emeritus, Deloitte*

“Non-verbal cues are vital to understanding each other. Now that so much communication happens online—and with the massive shift to distance learning and remote workplaces—we need Erica Dhawan’s book more than ever. In *Digital Body Language*, Erica shares tips and strategies for communicating effectively on chats, emails, and video calls, so everyone can successfully share and connect in the digital age.”

– *Sheryl Sandberg, COO of Facebook*