



TechwithHeart

Masterclass: Future-Ready Communication – Upgrading your digital body language

Course Description:

In today's world of work most of our business communication is now digital (email, text, comms channels, mobile ph, online meetings, social media platforms). Since the days of learning about body language, we have not been given a communication upgrade to understand the impact of the digital transition and as a result we are getting unintended consequences.

This insightful programme will outline the subtle elements of digital communications and the developing norms on business culture. Looking at the key elements that if better understood have the power to reduce burnout, increase trust, increase productivity, improve connection and psychological safety in the workplace. What message are you really sending?! and what breadcrumbs are you leaving that paint a picture of you that you might not be intending. And what will AI pick up from these same breadcrumbs!

Here's what this programme delivers:

- **Insight session:** Context setting and upskilling. Your communication upgrade training.
- **Personal and Team Assessments:** A chance to perform a stocktake of the team's current communication, providing insights into individuals and teams areas of strength and potential gaps.
- **Team Workshop**
 - Review of Team Audit
 - Team Comms Tools Review and Discussion
 - Team Ways of Working protocols



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Who Is This Course For:

Teams who wish to improve the communication dynamics within their team and company. Understanding the impact they have on others. Teams looking to work collectively to adjust the bad habits that have formed and provide the team with awareness and tools to set the team on a new productive path.

Course Content:

Session 1: Context Setting & Upskilling (1 hour to 90 mins)	Completed in between sessions	Session 2: Team Review and plan (2-3 hours)
<ul style="list-style-type: none">• Introduction to digital Psychology elements• Research on communication trends and patterns• Review of psychology impacts• How your communication is interpreted by humans and AI	<ul style="list-style-type: none">• Individual assessment audit	<ul style="list-style-type: none">• Team Audit Review• Communication tools in the workplace – when to use which for what and who. Navigating the productivity and confusion with your company’s variety of communication tools• Team Ways of working Communication plan - Identifying impacts, challenges, risks and capability gaps



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Facilitated by: Melissa Crawford (Melissa@techwithheart.co.nz)

Melissa Crawford is a leading Expert in the Future of work. With a rare skillset crossing both people and technology.

Her earlier career has included senior roles across NZ's largest organisations crossing a variety of industries including Tech, Airline, Banking, FMCG, Retail, Education and Energy. Melissa has two technology degrees and loves being at the cutting edge, including becoming NZ's first Certified Metaverse Expert and holding a place on the World Metaverse Council. Melissa is also passionate about People and organisational Psychology and Leadership and has won several awards for her Leadership in this field.

Using this focus across Technology and People Melissa applies this to her Futurist and Strategic Foresight work. Melissa is a graduate from both The Institute for the Future and Houston University's Foresight programmes.

Melissa is the Director of Tech with Heart where she helps companies with their future strategies, holds a place on several boards across NZ and the USA and is a sought-after global keynote speaker. Her passion is sharing her knowledge with learning curious people and working on strategic projects to help shape a better future.