

The Art of Online Communication

CASE STUDY #2

Mean Tweets

You are so old, even your memory is in black and white.

If laughter is the best medicine, your face must be curing the world.

You're so ugly, you scared the crap out of the toilet.

No I'm not insulting you, I'm describing you.

It's better to let someone think you are an Idiot than to open your mouth and prove it.

If I had a face like yours, I'd sue my parents.

You're so fake, Barbie is jealous.

I'm jealous of people that don't know you!

You're so ugly, when your mom dropped you off at school she got a fine for littering.

You must have been born on a highway because that's where most accidents happen.

Brains aren't everything. In your case they're nothing.

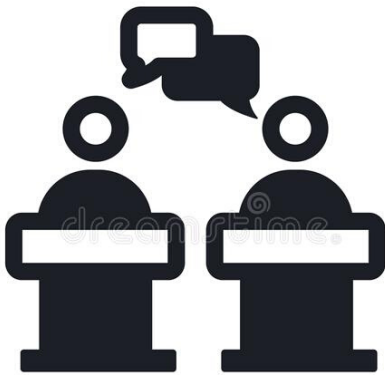
I can explain it to you, but I can't understand it for you.



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DEBATE *or* DIALOGUE?

Too often in the online world we enter into a debate when what we really want is a dialogue.



CHOOSE DEBATE WHEN YOU WANT TO:

- Persuade another person toward our point of view
- Advocate for your position
- Want a winner and loser
- Win a debate trophy.



CHOOSE DIALOGUE WHEN YOU WANT TO:

- Listen to be influenced—or not—by what you hear.
- Understand another person's perspective, feelings, or opinions.
- Hear someone's voice and, in turn, be heard.

CHOOSE WISELY.

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YES-AND MINDSET

When you embrace a yes-and mindset you are:

open and willing to entertain new ideas



curious

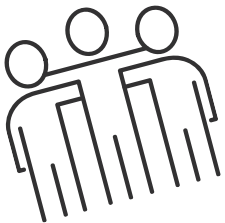
radically non-judgmental, of self and others

open to input

see “mistakes” as gifts to be celebrated

willing to let go of “good ideas” to discover in the present moment

A yes-and mindset helps you:

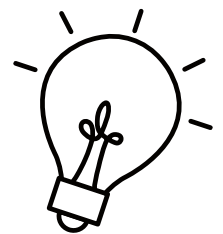


makes others look as good as possible

means acknowledgement more than agreement

believe each situation is the best possible one at the moment

build upon others' ideas



appreciate and encourage experimentation

see each “scene” partner as the best possible partner in that moment

realize each moment holds infinite possibilities if we are willing to listen deeply and commit to discover