

The logo features a central dark blue circle with the letters 'UIC' in light blue. This circle is surrounded by a yellow ring, which is further enclosed by a red ring. Four thick lines radiate from the center: a yellow line pointing up and to the right, a red line pointing up and to the left, a yellow line pointing down, and a red line pointing down and to the right. The background is a solid light blue.

UIC

Alumni Exchange

**ALUMNI
ASSOCIATION**



Alumni
Exchange

The Keys to Virtual Connection

With Deb Venable

ALUMNI
ASSOCIATION

Deb Venable

- 27 years as an entrepreneur
 - 25 years in the event industry
 - 2 years in the sales, training and coaching industry
- Double graduate of UIC
 - Industrial Design '93
 - MBA '97
- Live in Elmhurst
 - Hit me up for a coffee!



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GOAL

Learn how to truly engage with each another in a seemingly distant online environment, where often we are hidden behind screens and words

Communication

vs

Engagement

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VS

Engagement

*a process by which
information is
exchanged between
individuals through a
common system of
symbols, signs, or
behavior; information
transmitted or conveyed*

Communication

VS

Engagement

a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior; information transmitted or conveyed

to give attention to something; emotional involvement or personal commitment; great interest

Want to truly engage?

Want to truly engage?

Make the interaction about them

Want to truly engage?

Make the interaction about them NOT YOU!

Four Top Skills of Engagement

- Listening
- Empathy
- Trust
- Adaptability

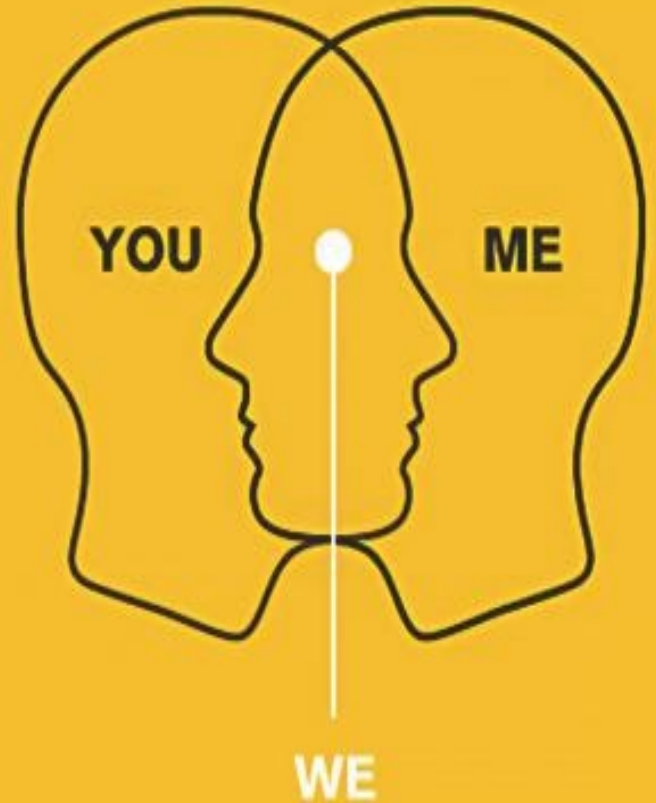


Listening

- Hear tone inflections
 - Study/watch/listen for hints
- Read their body language on the screen
 - Watch where their eyes go
- Ask good questions and actively listen
 - Repeat what they've said

Empathy

- Know your audience and why they are meeting with you
 - Visit them on Social Media
 - Find connections/common ground
 - Similarities, something in their zoom screen, highlights from their profile
- Don't rush a relationship
 - This is no different than any other relationship, let it happen naturally





Trust

- Eye contact
 - Make sure you are looking right into the camera – aka right at them
- Be presentable and inviting
 - Professional setting, dress appropriately
- Credibility
 - Have a professional, credible social media presence - they will look you up!

Adaptability

- Every interaction is unique
 - Be prepared to make adjustments on the fly
- Read the room
 - If you are losing people, are you talking too much?
- Be flexible
 - Go where they want to go



Cultural Competency

- Awareness
 - Don't make assumptions
- Attitude
 - Keep an open minded
- Knowledge
 - Read and learn!



Recap

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Four skills to engagement – listen, empathize, trust, adapt

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Be culturally competent

Ideas for Engagement

Phone calls

Brief text message

Emails

Social media posts

Video Call

Ideas for Engagement

Phone calls

Cup of coffee

Brief text message

Take a walk

Emails

Write a letter

Social media posts

Mail a book

Video Call

Get a referral

Ideas for Engagement

Phone calls

Cup of coffee

Send a pre meeting note

Brief text message

Take a walk

Take polls

Emails

Write a letter

Level set

Social media posts

Mail a book

Send a gift

Video Call

Get a referral

Take pauses and check in

b:experience

We live in a world that's very different from the one we knew even a short time ago. Yet one thing remains constant—we need to connect—and the best way to connect is over an experience. That's what you're looking at, and I'd like to share it with you.

Just because we can't see each other in person doesn't mean we can't see each other. I'm ready when you are. We can connect in just three simple steps:

1. Listen to the personal message I prepared just for you.
2. Unbox your experience.
3. Reach out to me so that we can enjoy together.

Let's Connect.

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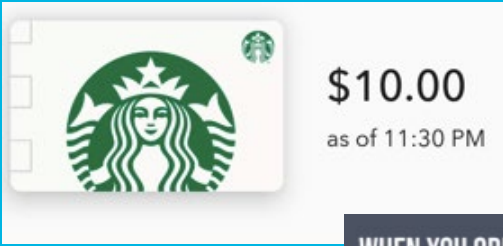
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AND PORT JEFFERSON STATION, WHICH ARE
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Q & A



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THANK YOU!

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