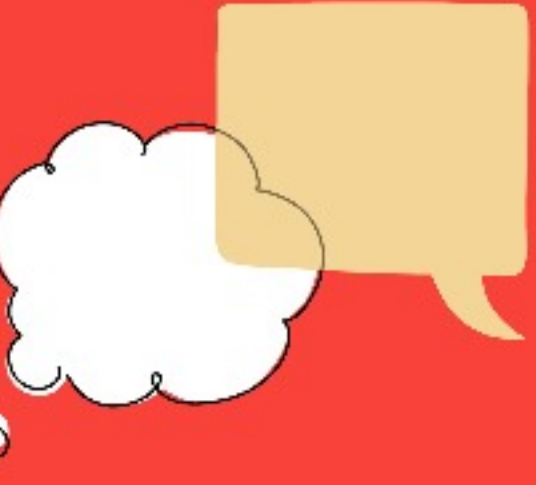




Matt / Lorraine

Key Takeaways

Make It Specific

Ground your communication in personal experiences, details, and perspectives that AI cannot replicate.

Practice Empathy

Empathy is a muscle; build it by imagining how others will experience your words.

Start Small

Use AI to turn a skill you want to develop into a few concrete first steps.

Activity 1

Add Your Fingerprint

Take a generic message you recently wrote. Where could you add a specific story, observation, example, or opinion that only you could provide? Revise it to sound unmistakably like you.

Activity 2

Step Into Their Shoes

Choose an upcoming difficult conversation. Before preparing what you want to say, imagine receiving the same message yourself. What might you feel, worry about, or need to hear? Then adjust your approach based on what you discover.

Activity 3

Ask for Step One

Choose one communication skill you want to improve. Ask AI, “What are two or three things I should start doing right away?” Pick one suggestion and try it today. What made getting started easier?

Today's Tip: Practice the Q&A

Don't just rehearse your presentation; rehearse the conversation that follows it. Use AI as a sparring partner to generate challenging questions and practice answering them out loud. The goal isn't to predict every question, but to become more comfortable thinking on your feet.