



CREATING AUTHENTIC CONNECTIONS

BETWEEN REMOTE AND HYBRID TEAM MEMBERS

Amy Haworth

Human Capital Institute Virtual Conference

Hybrid & Remote Workforce: The Future of Productivity

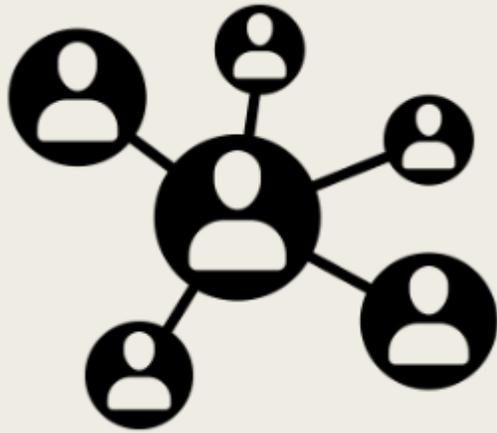








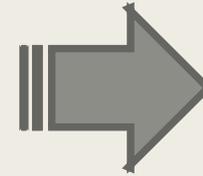
Why connection matters to business



STRONG SENSE OF
CONNECTEDNESS



HIGHER TRUST,
COLLABORATION,
COMMUNICATION



IMPROVED
PERFORMANCE AND
PRODUCTIVITY

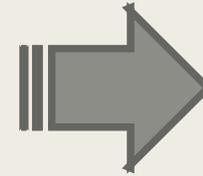
Why connection matters to humans



STRONG SENSE OF
CONNECTEDNESS

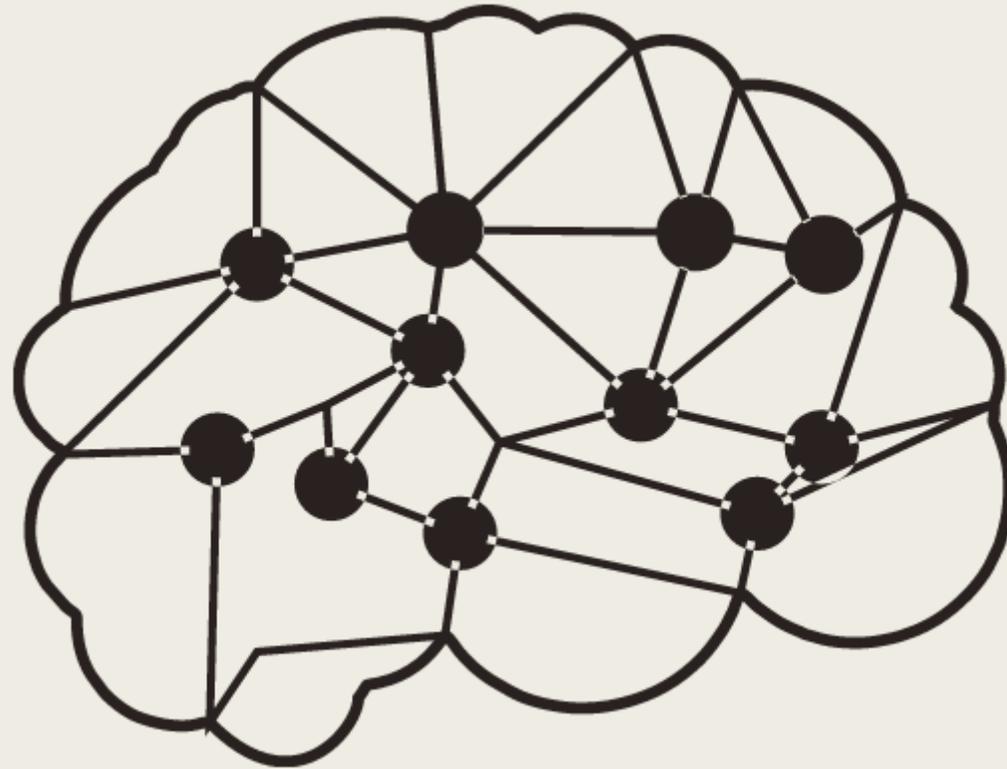


GREATER SENSE
OF WELL-BEING



DEEPER RESILIENCE
AND ADAPTABILITY

The science of connection



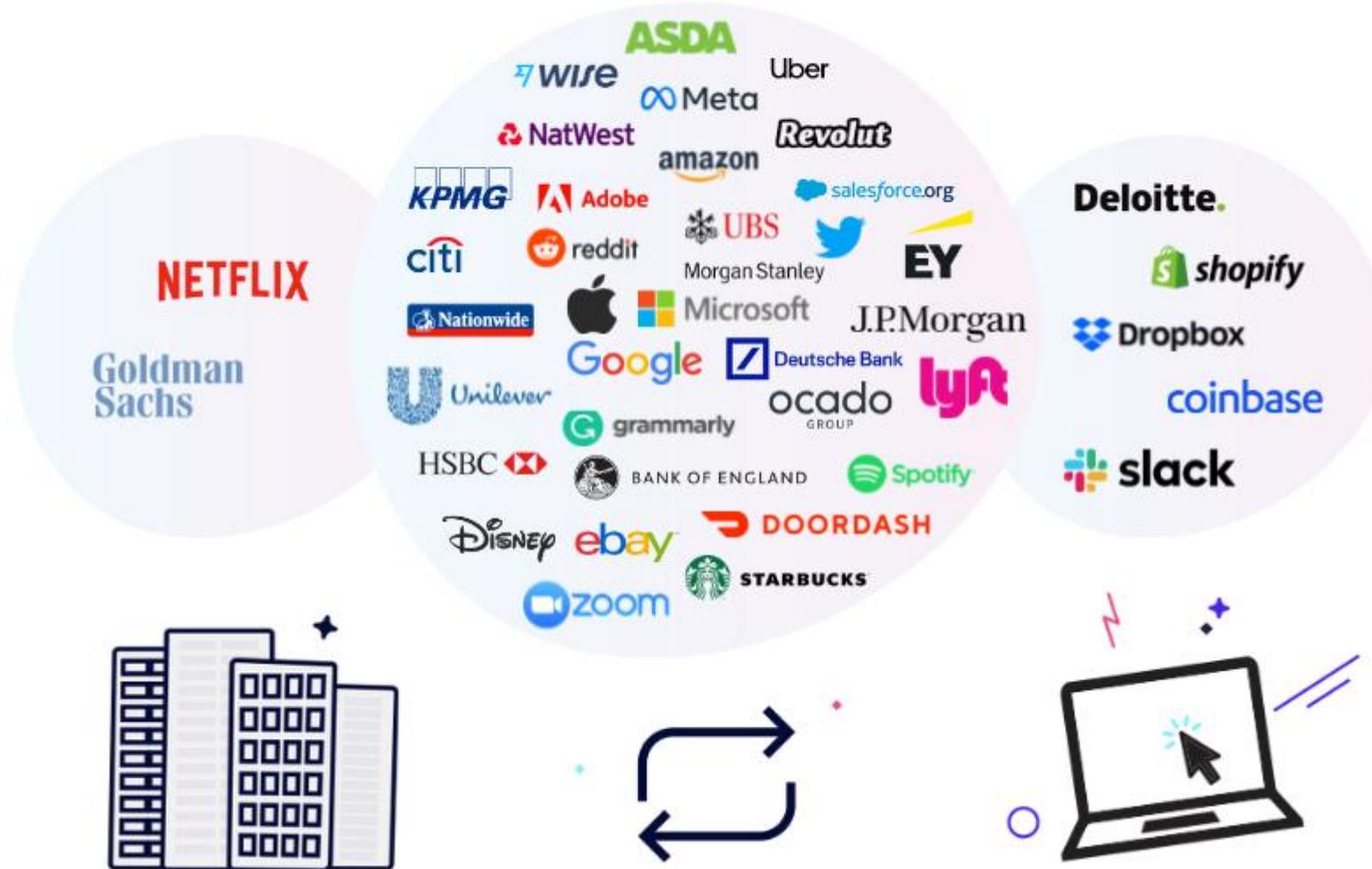
HOW IS YOUR ORG SOLVING
FOR CONNECTION



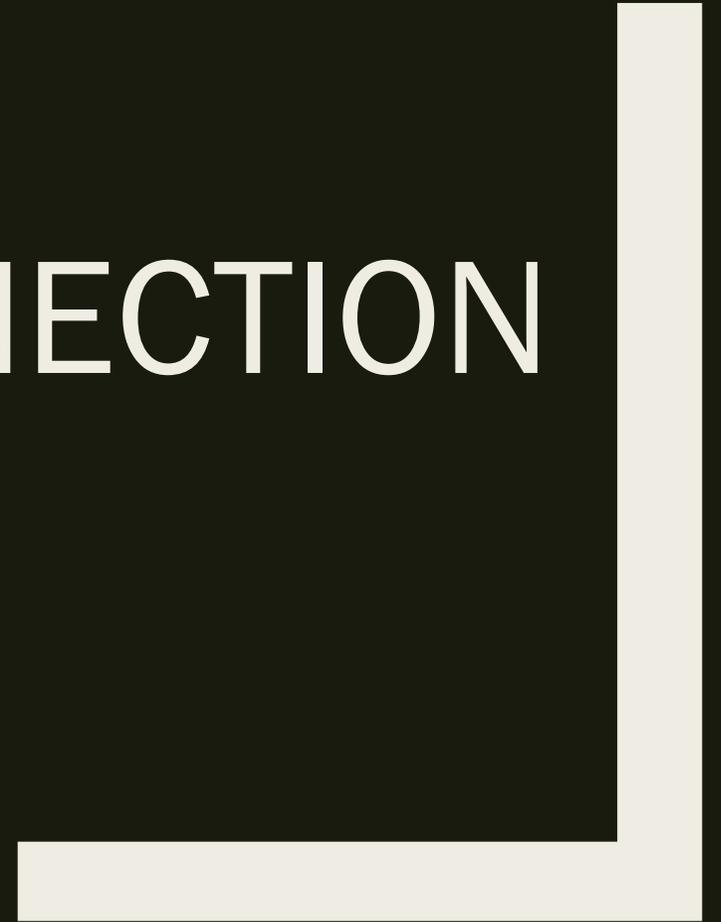
Office-first

Hybrid

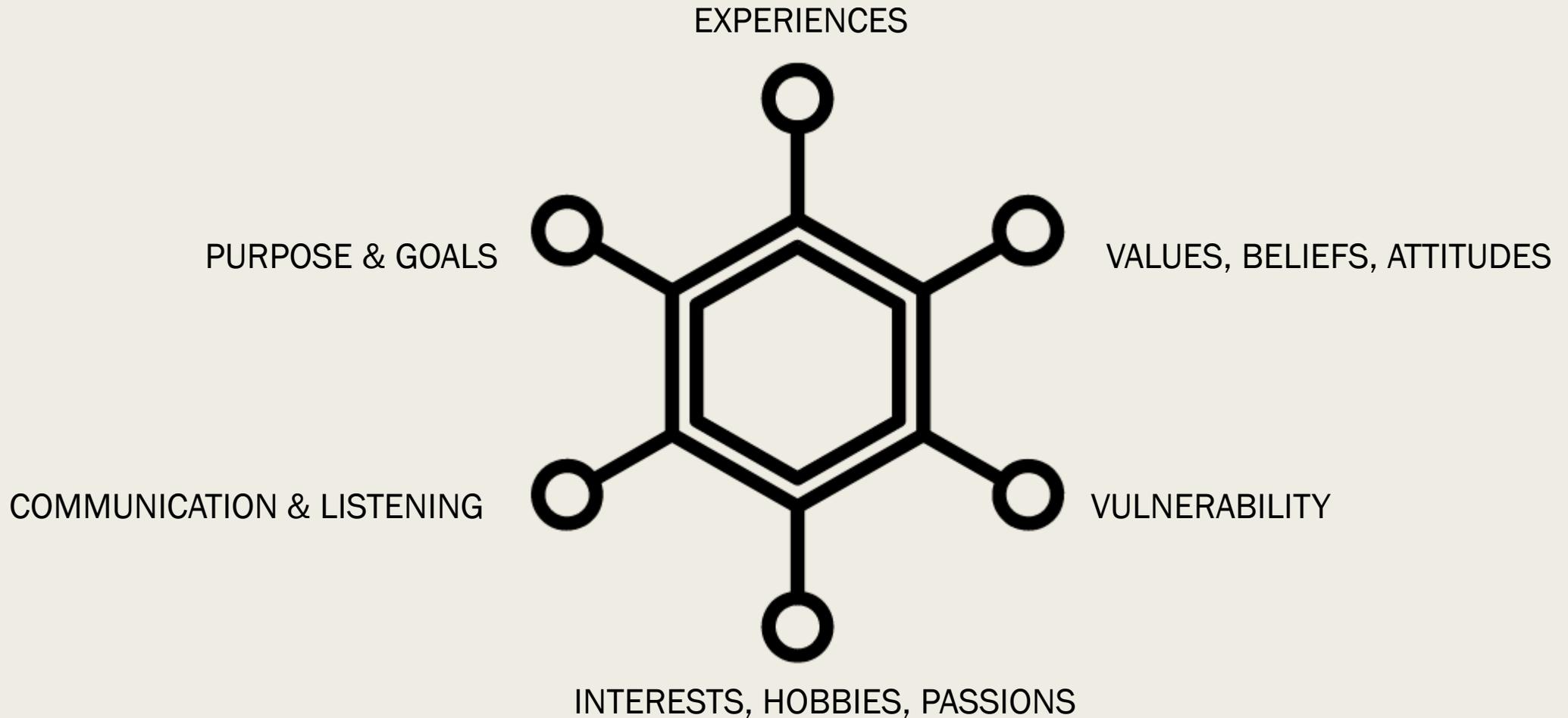
Remote-first



PROXIMITY \neq CONNECTION

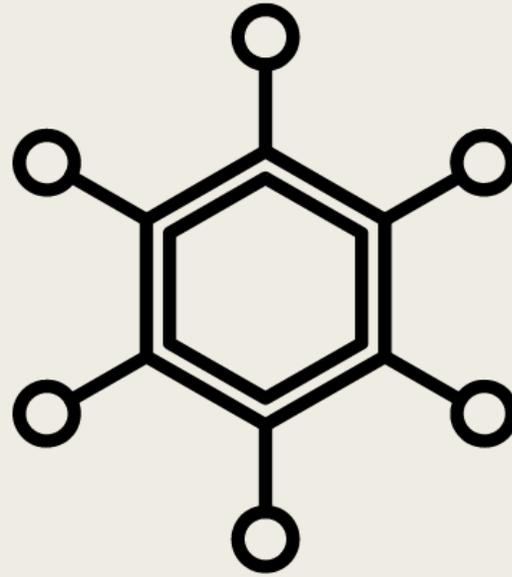


Catalysts for Connection





FORMAL



INFORMAL

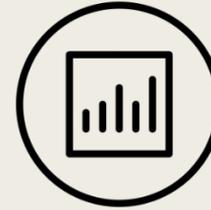
HOW MIGHT WE BOLSTER CONNECTION BY...

...creating more opportunity for intentional interaction
(no matter where someone is located)?

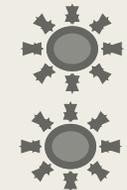
Shared Experiences

- Onboarding
- Volunteering as a team
- Company all-hands meeting
- Team off-site
- Waiting for the Uber together at the airport
- Meeting-after-the-Meeting conversation

FORMAL



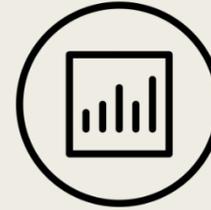
INFORMAL



Mutual Interests

- Employee Resource Groups
- World Cup Watch Together Events
- Late Start on the First Day of School
- Chat at the Coffee Machine

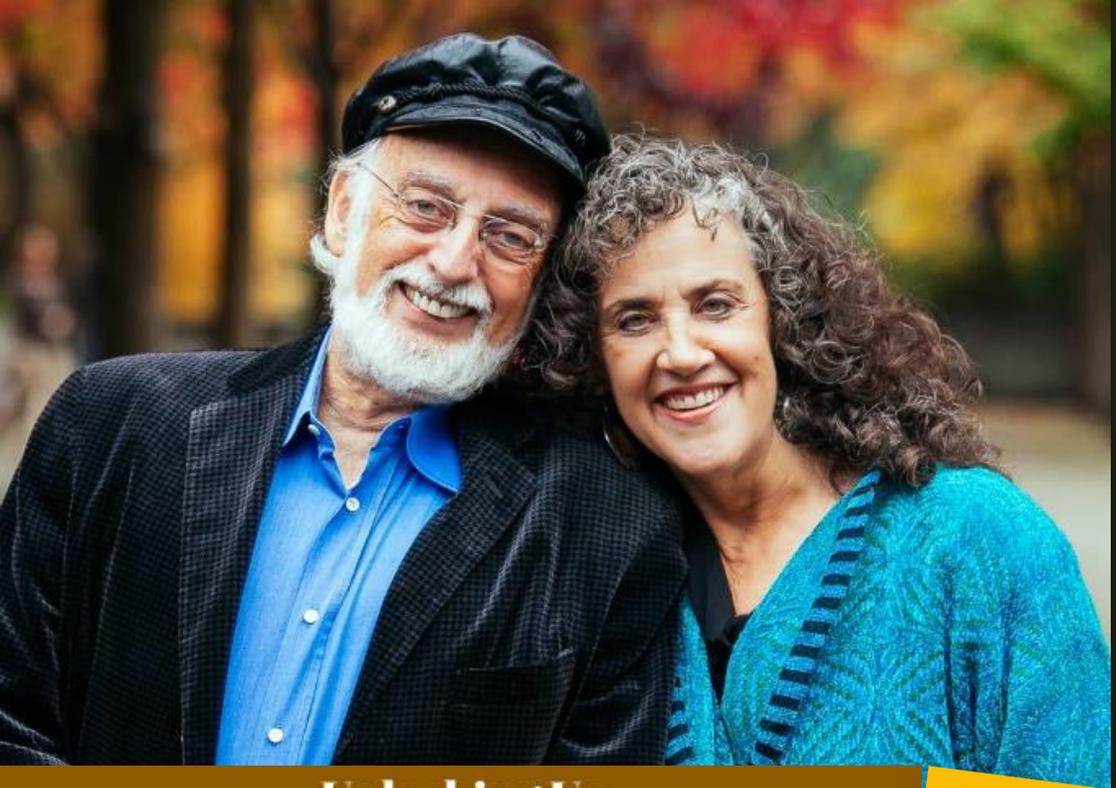
FORMAL



INFORMAL







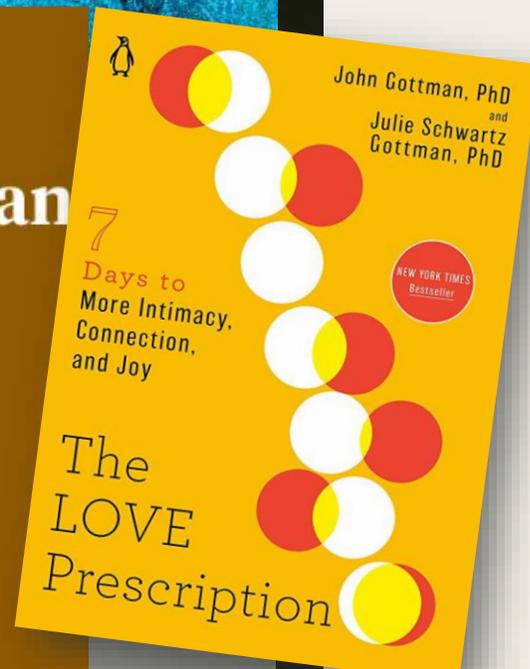
Bids for Connection

- Turning Away
- Turning Against
- Turning Towards

Unlocking Us
with BRENÉ BROWN
**Dr. John Gottman &
Dr. Julie Schwartz Gottman**
on *The Love Prescription*, Part 1 of 3

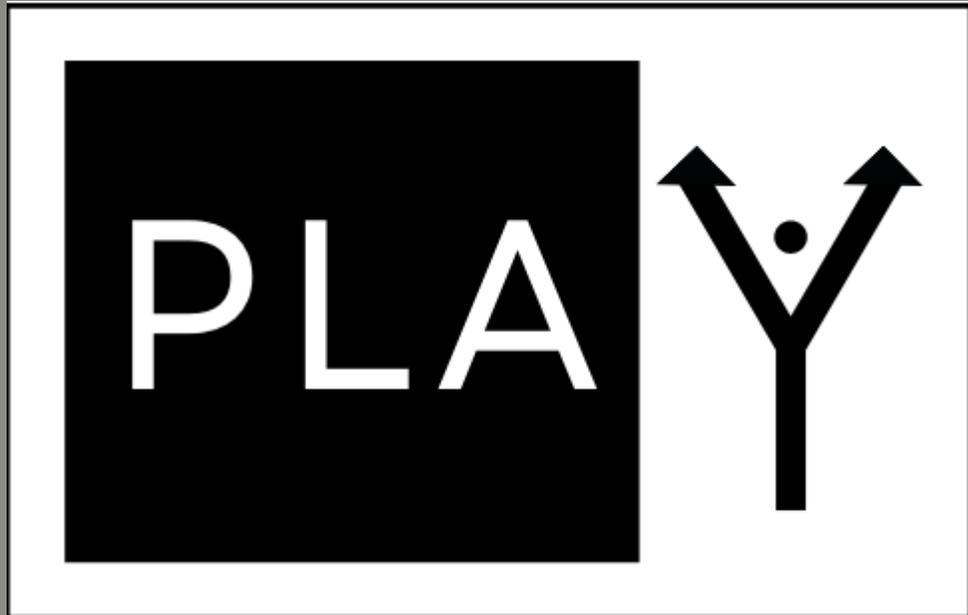


Listen Free |  Spotify



The Gottman Institute
<https://www.gottman.com/>

Infuse P.L.A.Y.



© Nobody Makes It Alone

PAUSE



LISTEN



ACKNOWLEDGE



YOU CHOOSE





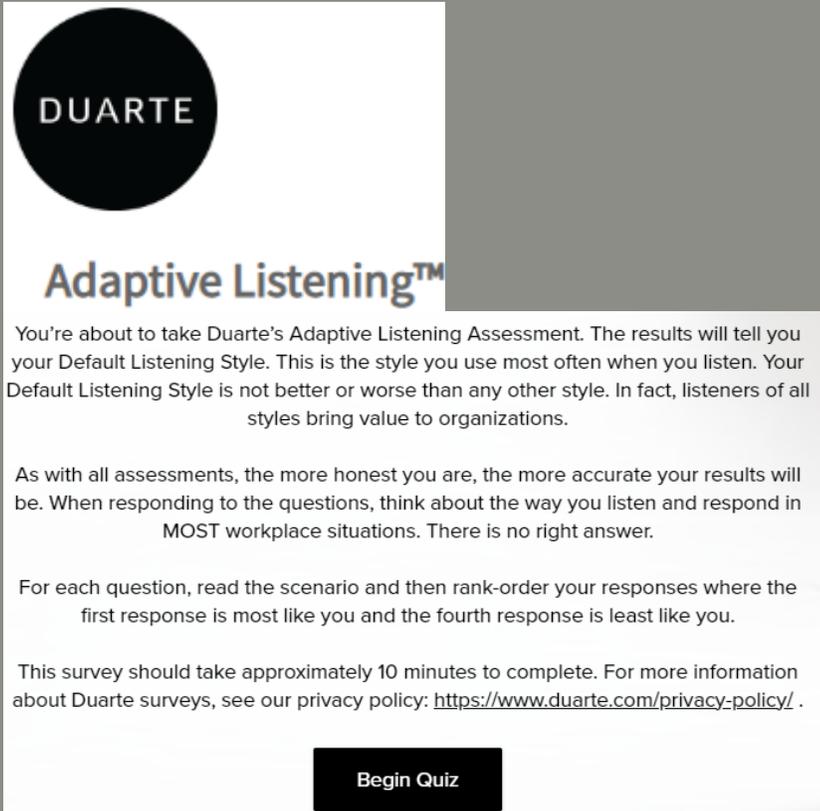
Pause Tool

ITEM	NOTE	REST	VALUE (number of beats)
Whole note/rest			4
Half note/rest			2
Quarter note/rest			1
Eighth note/rest			1/2
Sixteenth note/rest			1/4

- Breathe
- Embody / Ground
- Get Curious
- Release Instinct to Control



Listen Tool



DUARTE

Adaptive Listening™

You're about to take Duarte's Adaptive Listening Assessment. The results will tell you your Default Listening Style. This is the style you use most often when you listen. Your Default Listening Style is not better or worse than any other style. In fact, listeners of all styles bring value to organizations.

As with all assessments, the more honest you are, the more accurate your results will be. When responding to the questions, think about the way you listen and respond in MOST workplace situations. There is no right answer.

For each question, read the scenario and then rank-order your responses where the first response is most like you and the fourth response is least like you.

This survey should take approximately 10 minutes to complete. For more information about Duarte surveys, see our privacy policy: <https://www.duarte.com/privacy-policy/>.

[Begin Quiz](#)

- We listen differently.
 - “Soak it all in”
 - “Uncover red flags”
 - “Fix for the future”
 - “Be there for the other person.”

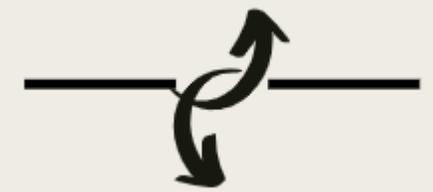
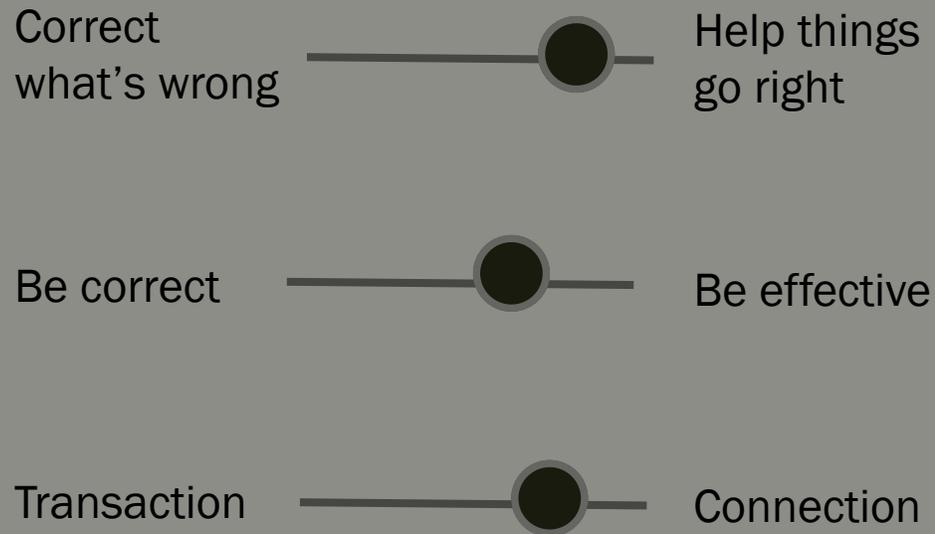
- Take the assessment:
<https://duarte.getfeedback.com/r/f9RPXfvi/>

Acknowledge Tool



- “I’m really glad you said that. It’s important to me because...”
- “I believe...”
 - ...you.
 - ...that’s how you feel.
- “Thanks for letting me know how this is impacting you.”
- “What else?” / “Tell me more”

You Choose Tool



- Next move to help things go right?
- More committed to being correct or being effective?
- “Transaction” vs. “Connection”?



Create organizational systems that honor connection



Double-down on Purpose & Values

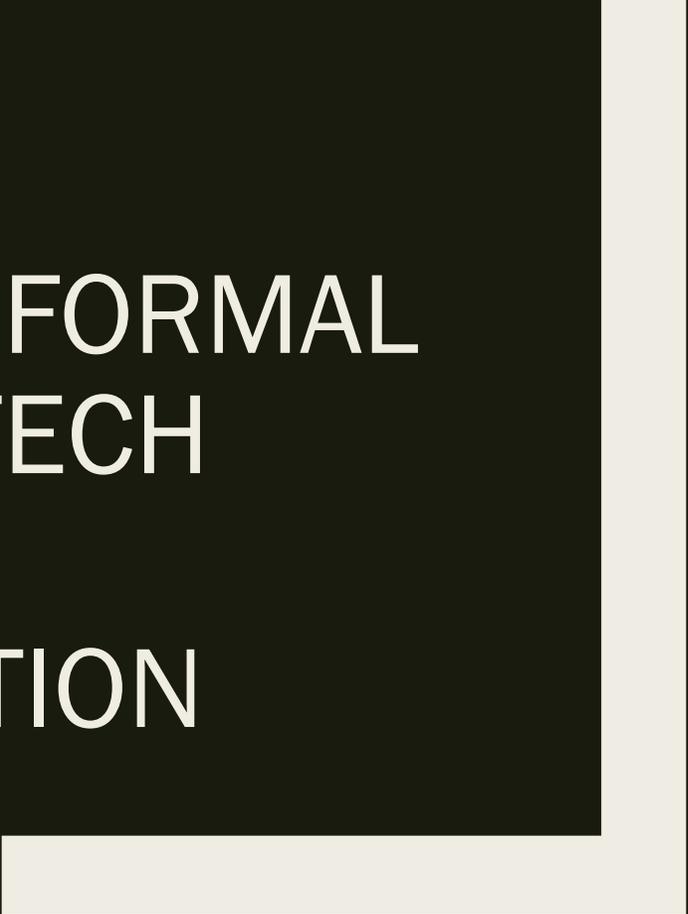


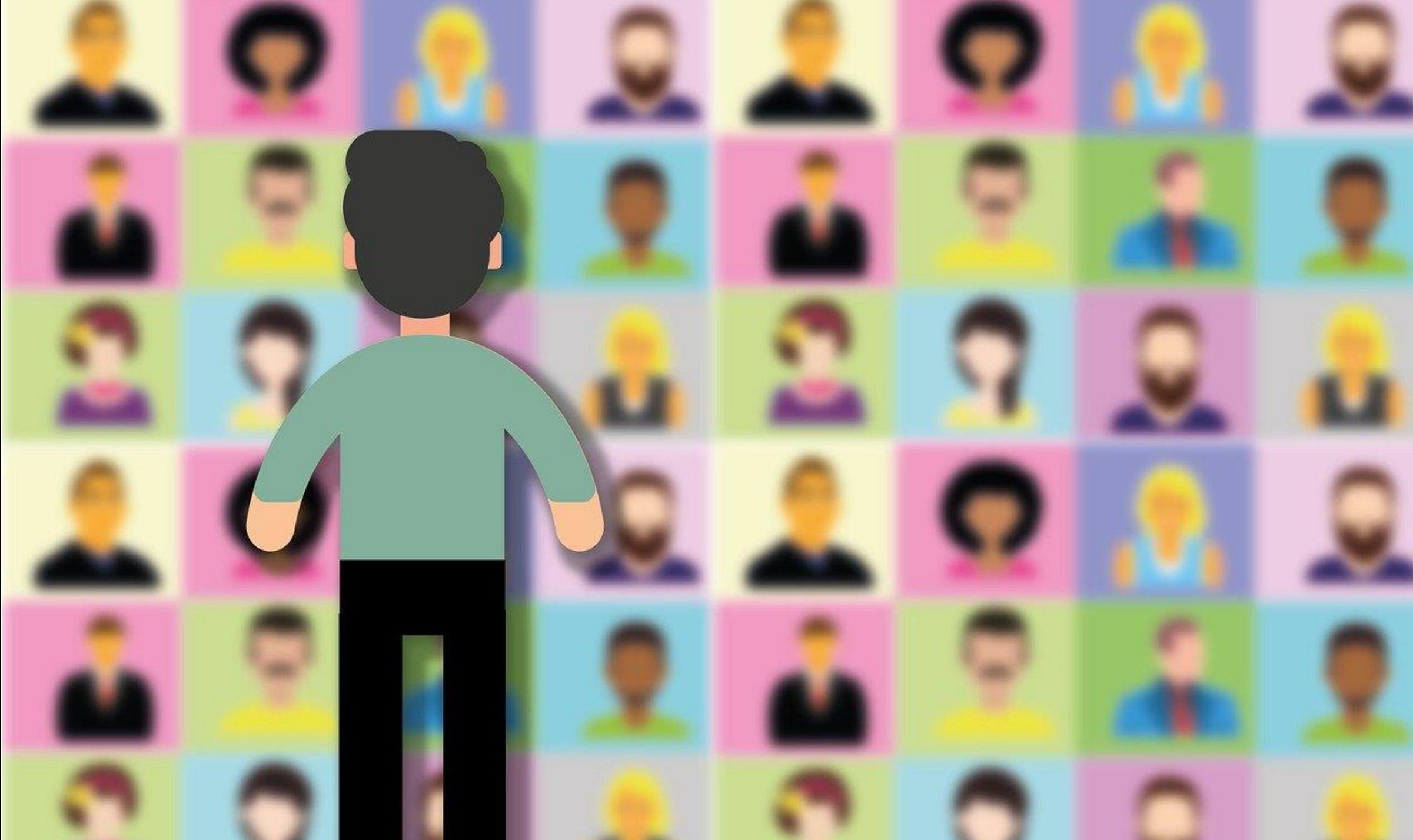
Experiences (Rituals & Symbols)



Measure and Reward the Connectors

To-Do:

- ASSESS FORMAL & INFORMAL
 - EXPLORE ENABLING TECH
 - BUILD CAPABILITY
 - EDIFY THE ORGANIZATION
- 



A person wearing a red coat is shown from the waist down, opening a vintage suitcase. The suitcase is light-colored with dark brown leather straps and buckles. The person's hands are visible as they lift the lid. The background is a soft, out-of-focus outdoor setting. The text "THANK YOU" is overlaid in the center in a white, sans-serif font. The entire image is framed by a white L-shaped graphic element in the corners.

THANK YOU

Sources & References

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- www.Arbinger.com