



# CREATING AUTHENTIC CONNECTIONS

BETWEEN REMOTE AND HYBRID TEAM MEMBERS

Amy Haworth

Human Capital Institute Virtual Conference  
Hybrid & Remote Workforce: The Future of Productivity

















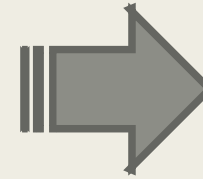
# Why connection matters to business



STRONG SENSE OF  
CONNECTEDNESS



HIGHER TRUST,  
COLLABORATION,  
COMMUNICATION



IMPROVED  
PERFORMANCE AND  
PRODUCTIVITY

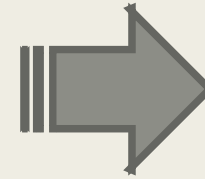
# Why connection matters to humans



STRONG SENSE OF  
CONNECTEDNESS



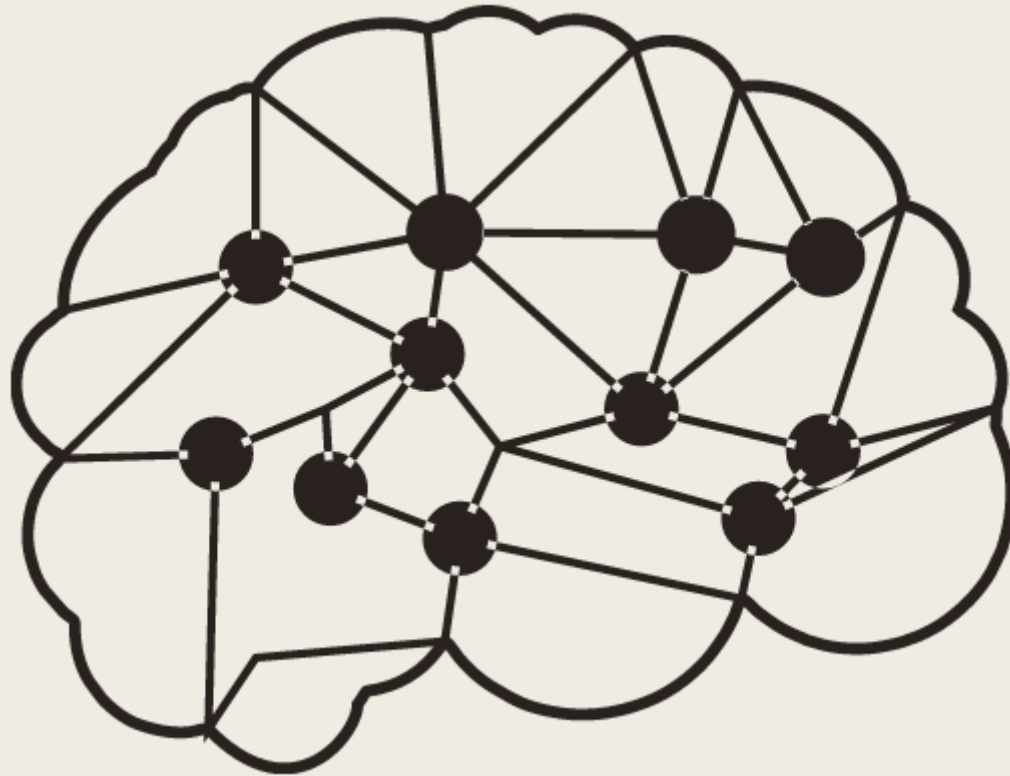
GREATER SENSE  
OF WELL-BEING



DEEPER RESILIENCE  
AND ADAPTABILITY



# The science of connection





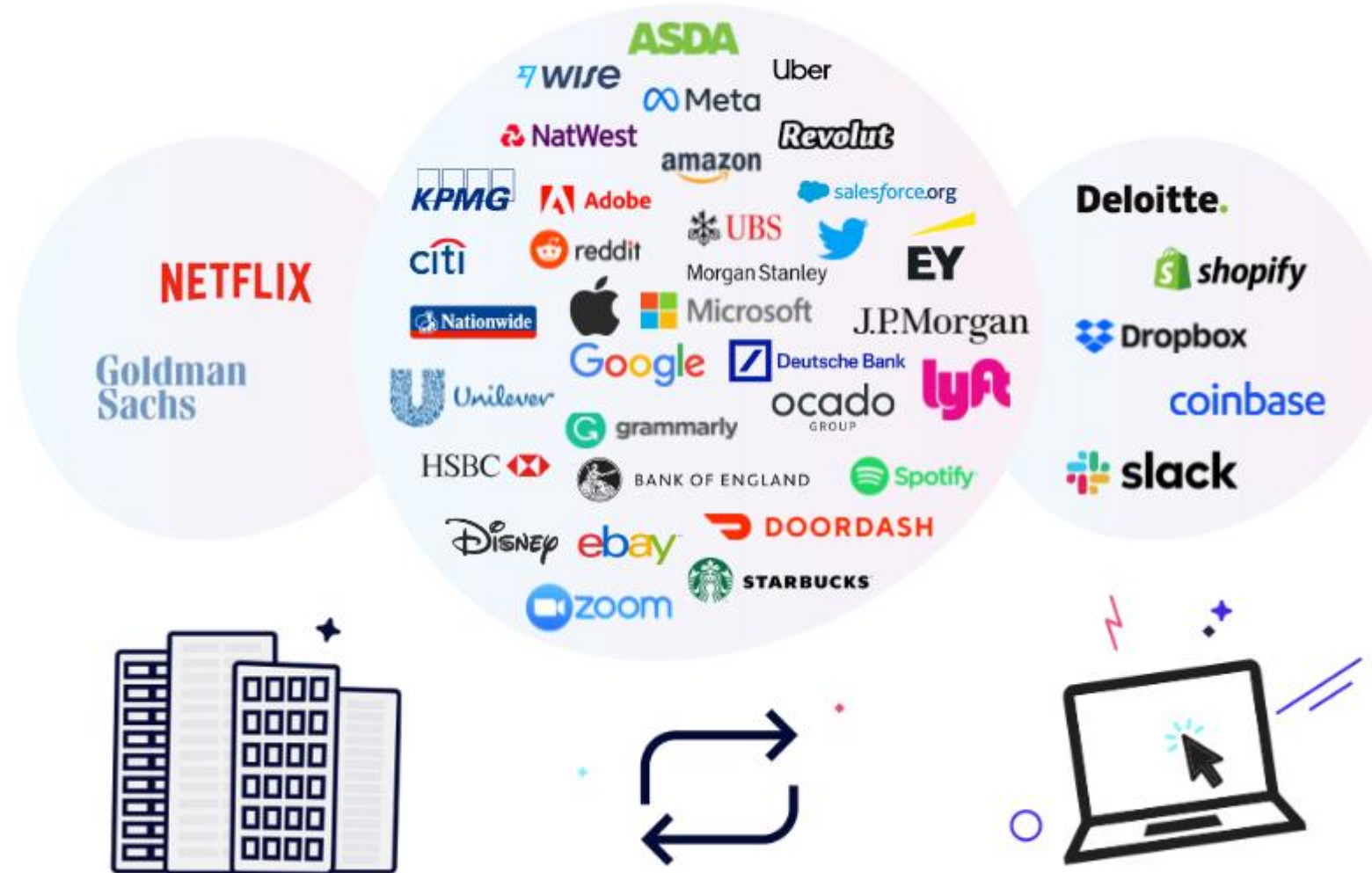
HOW IS YOUR ORG SOLVING  
FOR CONNECTION



Office-first

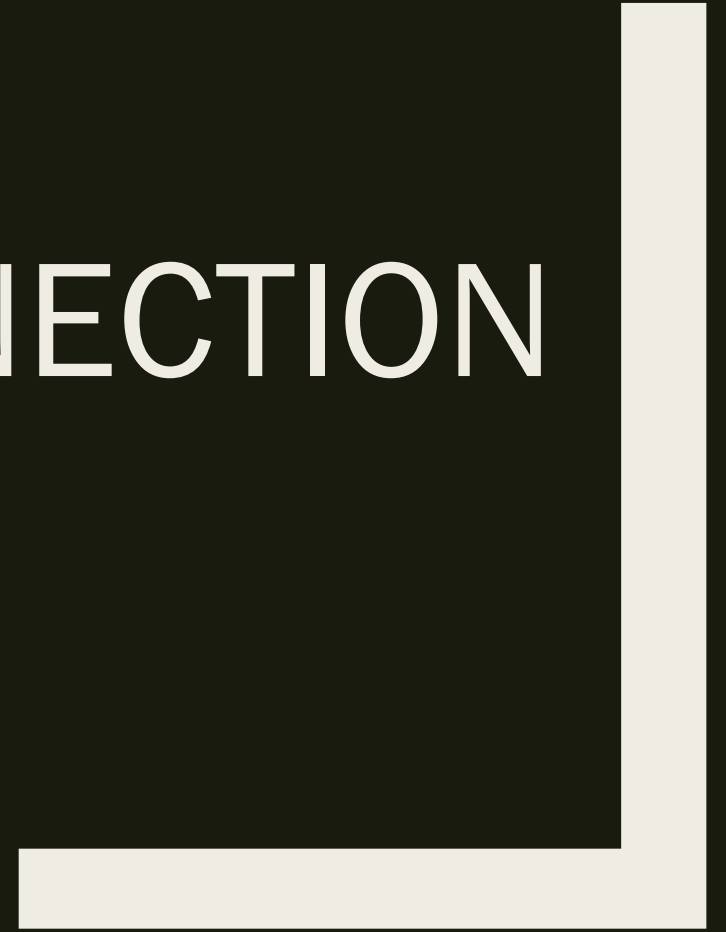
Hybrid

Remote-first

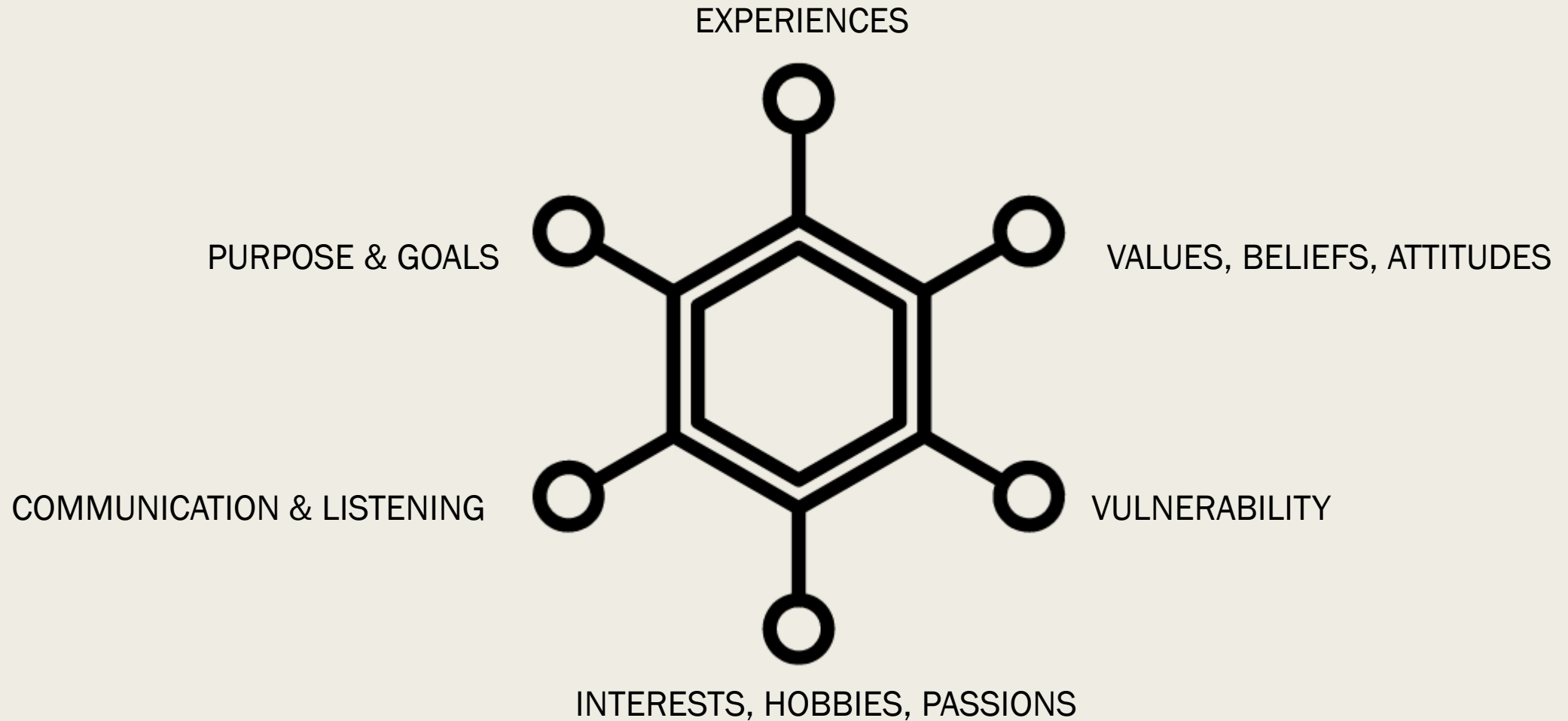




PROXIMITY  $\neq$  CONNECTION



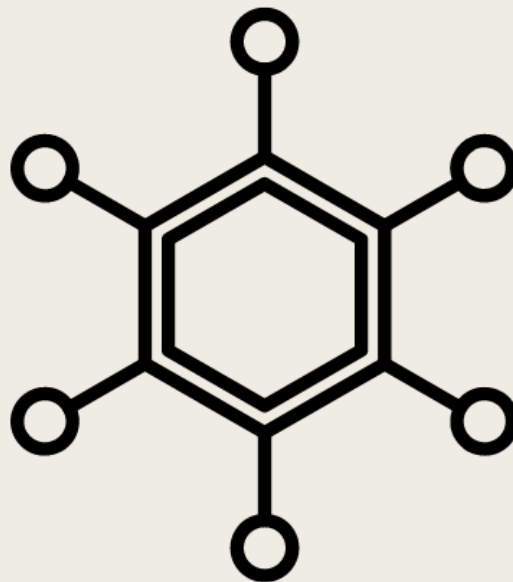
# Catalysts for Connection







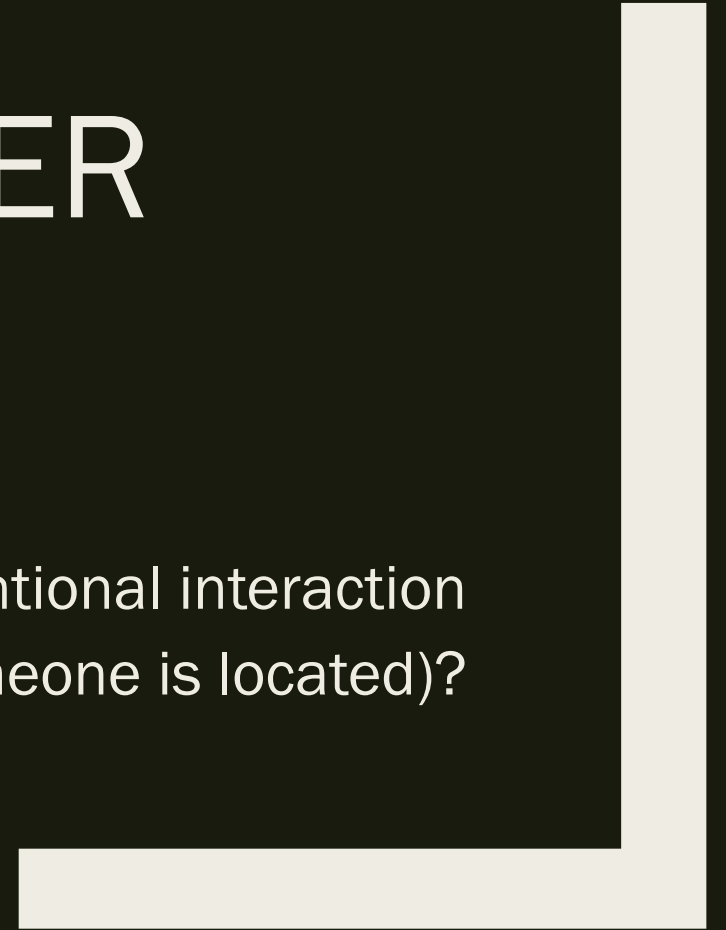
FORMAL



INFORMAL

# HOW MIGHT WE BOLSTER CONNECTION BY...

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





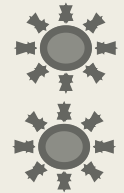
# Shared Experiences

- 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

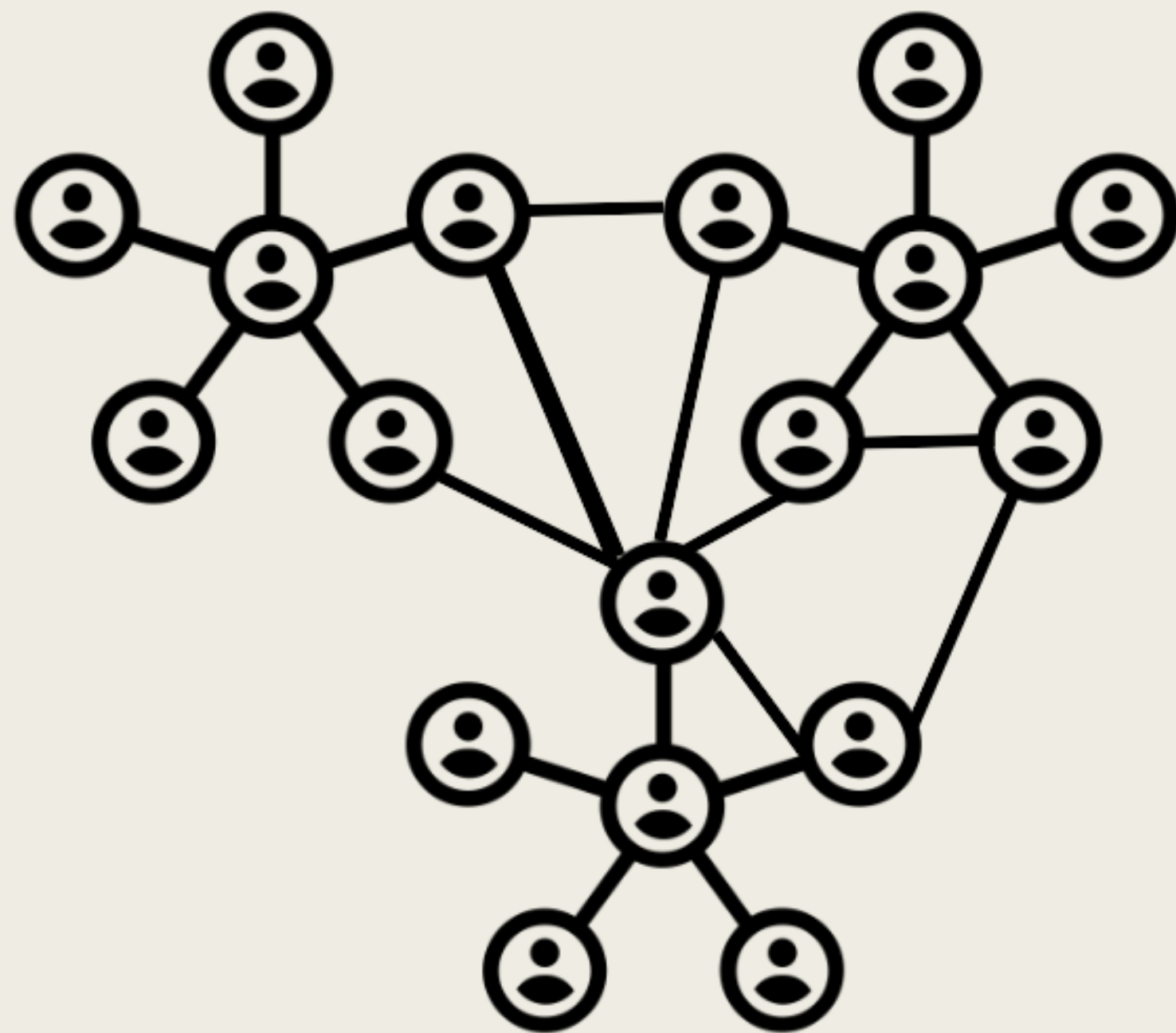


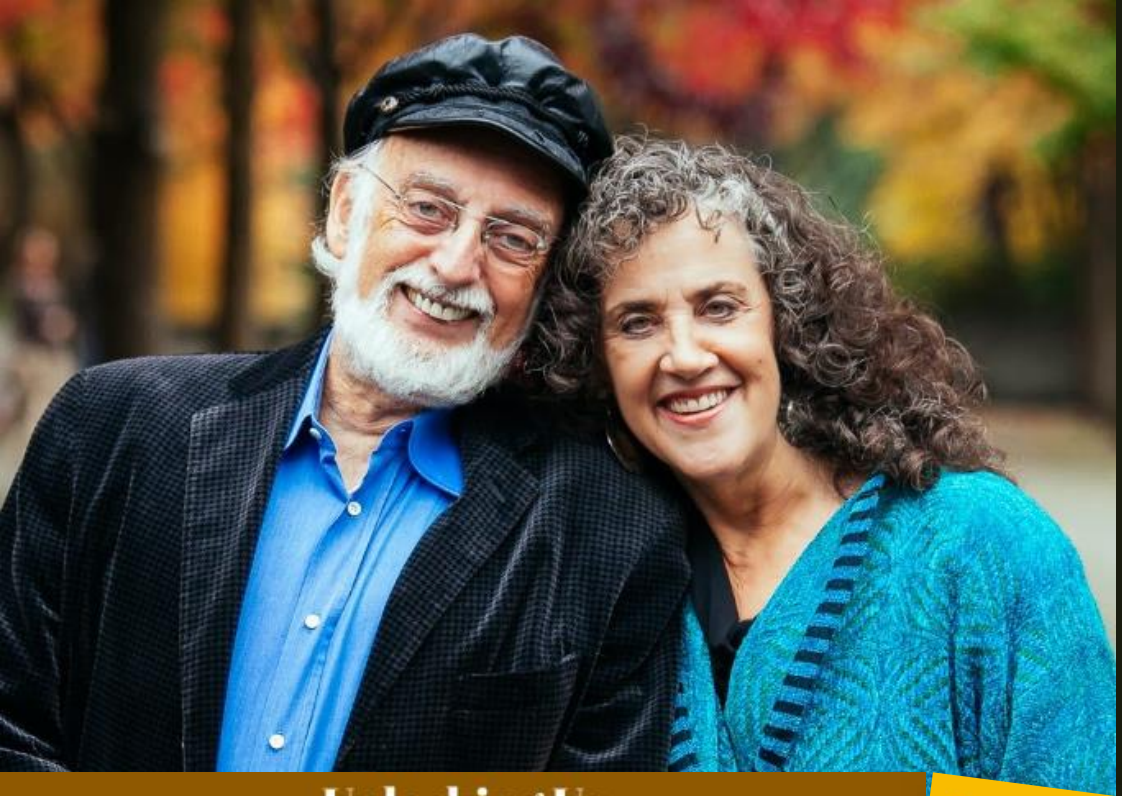
INFORMAL











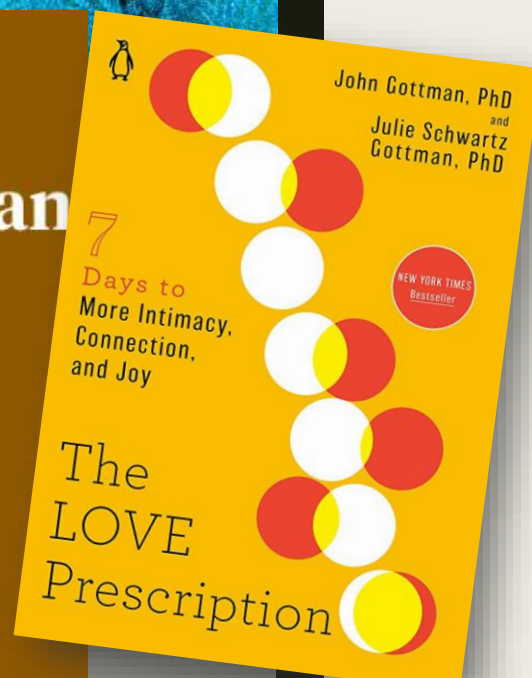
# Bids for Connection

- 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



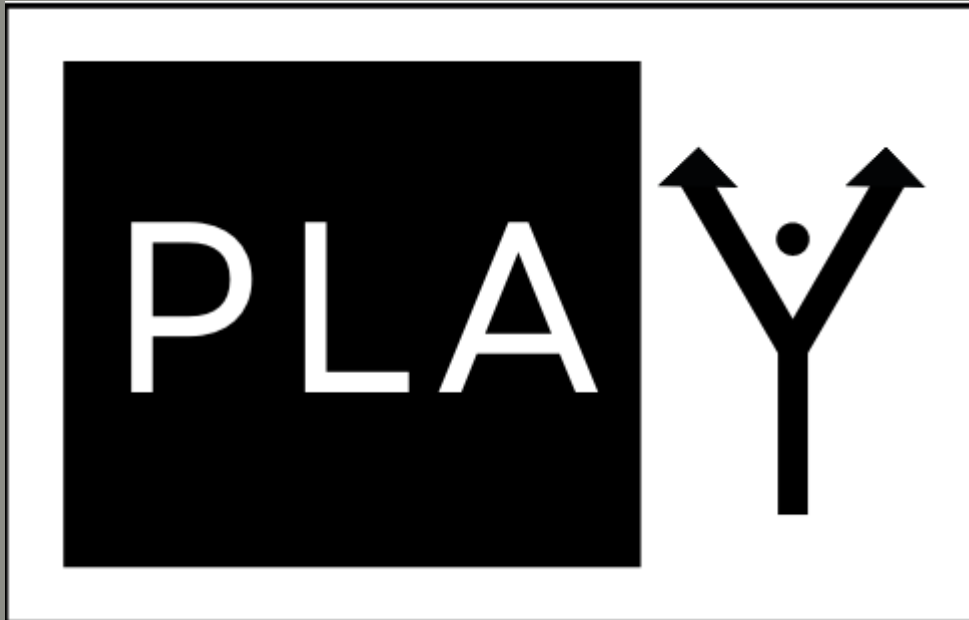
Listen Free |  Spotify



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



# Infuse P.L.A.Y.



© Nobody Makes It Alone

**P**AUSE



**L**ISTEN



**A**CKNOWLEDGE













**Y**OU CHOOSE

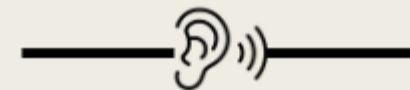




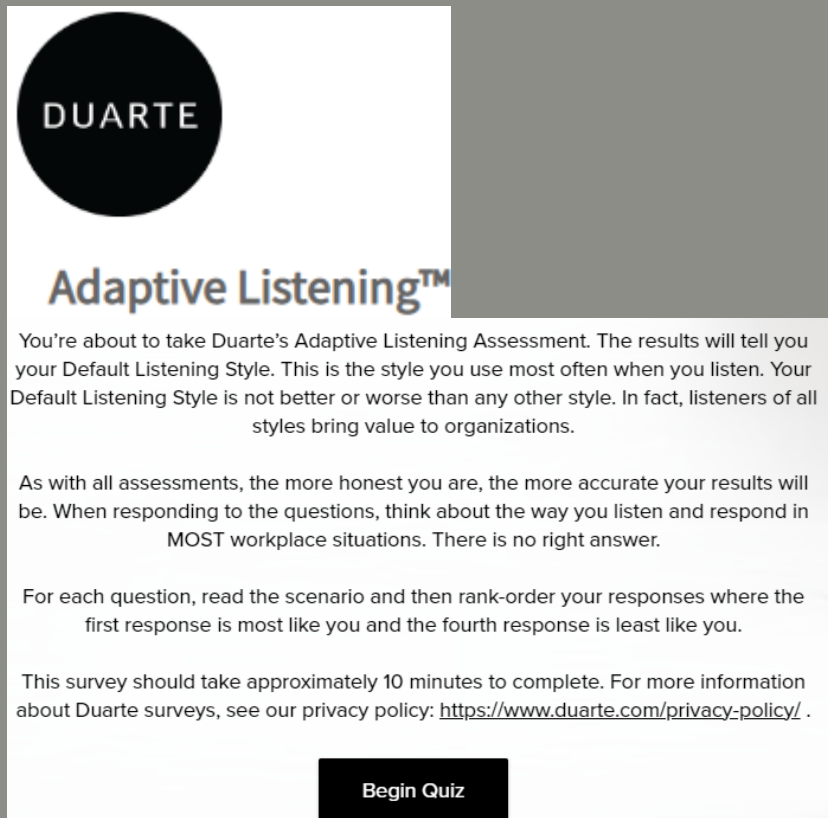
# Pause Tool

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



The screenshot shows the landing page for the Duarte Adaptive Listening Assessment. At the top left is the Duarte logo, a black circle with the word 'DUARTE' in white. Below it is the text 'Adaptive Listening™'. The main text reads: '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.' Below this is a paragraph: '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.' Then another paragraph: '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.' At the bottom, it says: '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/>.' At the very bottom is a black button with the text 'Begin Quiz' in white.

- 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/>

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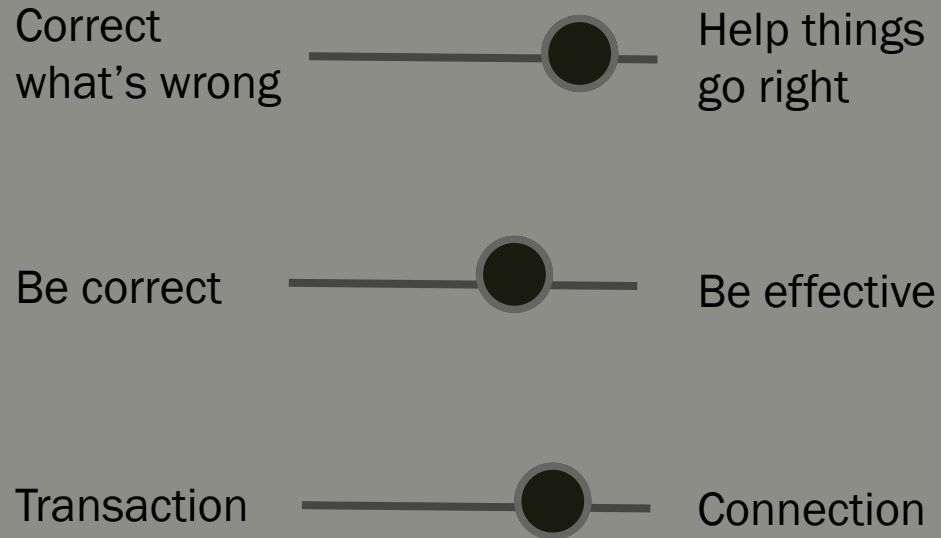


# Acknowledge Tool



- “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)

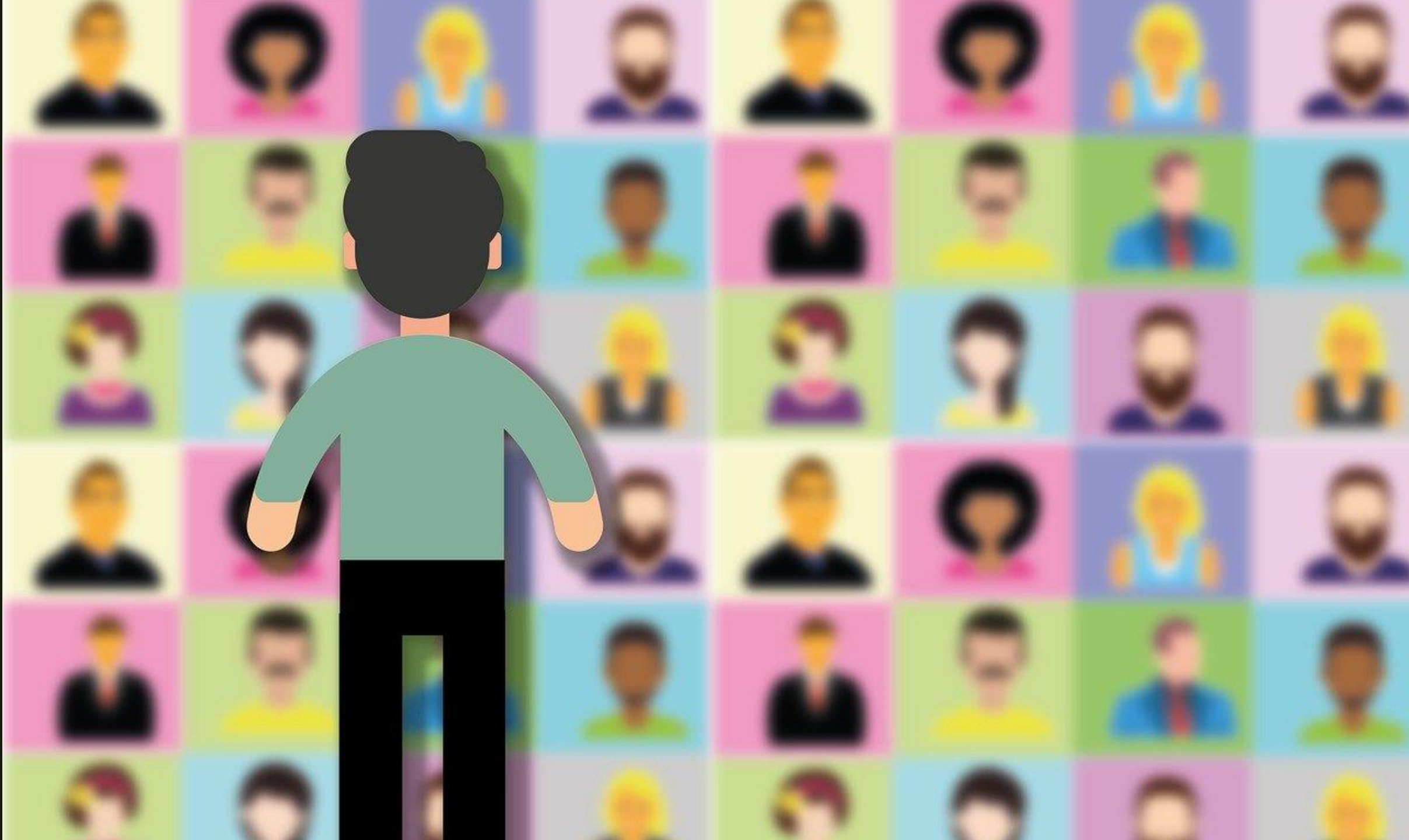


Measure and Reward the Connectors



To-Do:

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



A person wearing a red coat is standing next to a vintage suitcase. The person's hand is visible, resting on the suitcase. The suitcase is light-colored with dark brown leather straps and buckles. The background is blurred, suggesting an outdoor setting. The text "THANK YOU" is overlaid in the center in a white, sans-serif font. There are also white L-shaped graphic elements in the top-left and bottom-right corners.

THANK YOU



# Sources & References

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