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The power of connection

How practicing connection will transform teamwork within your organisation



JOHN DUFFY



SAAKSHI JOSHI

WHAT TO EXPECT

In this session, we will focus on social connection within a team that powers you through change.

Change

The only constant

SAAKSHI



**Loves
change**

JD

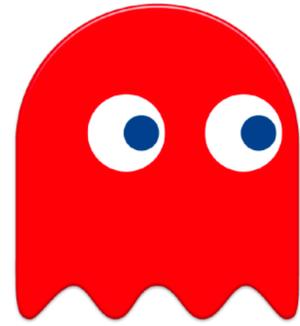


**Hates
change**

Change is hard



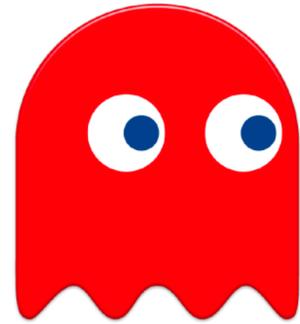
Change is hard



Fear

Of the unknown

Change is hard



Fear

Of the unknown



Loss

Of control

83%

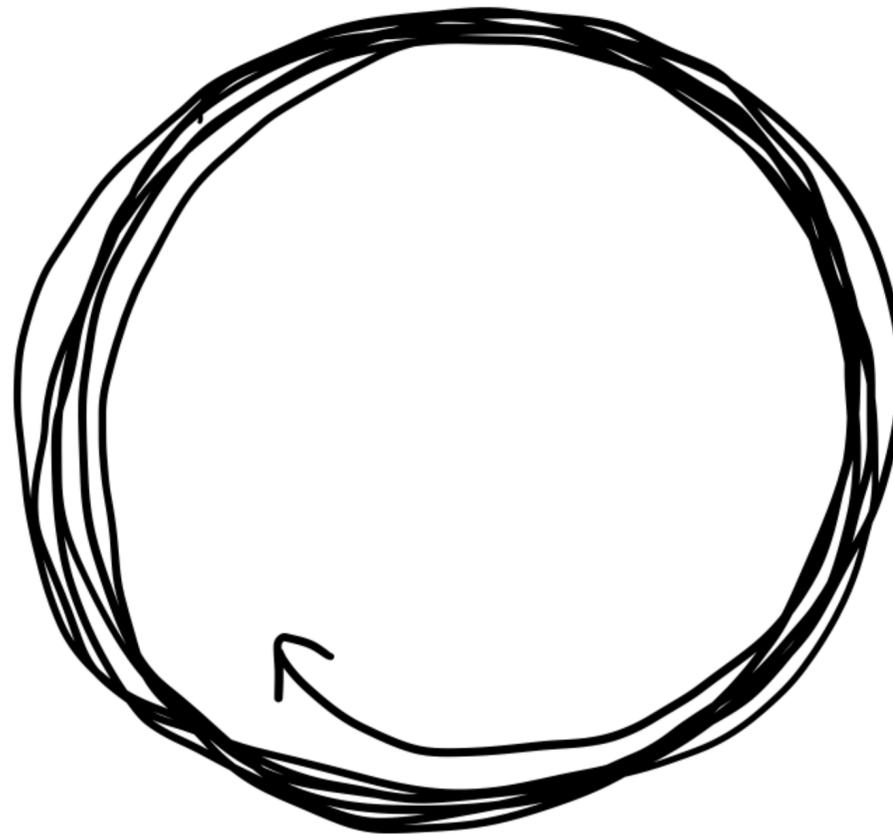
Understand the business benefit of change

83%

Higher likelihood of quitting

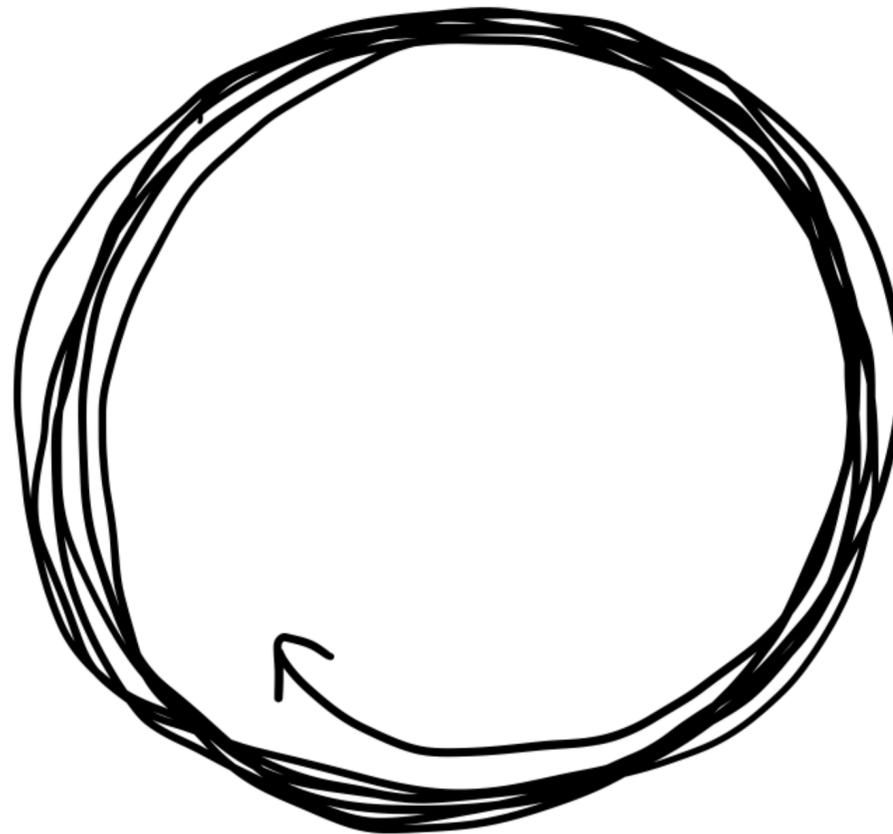
**There is a human cost to
change.**

WHAT NORMALLY HAPPENS



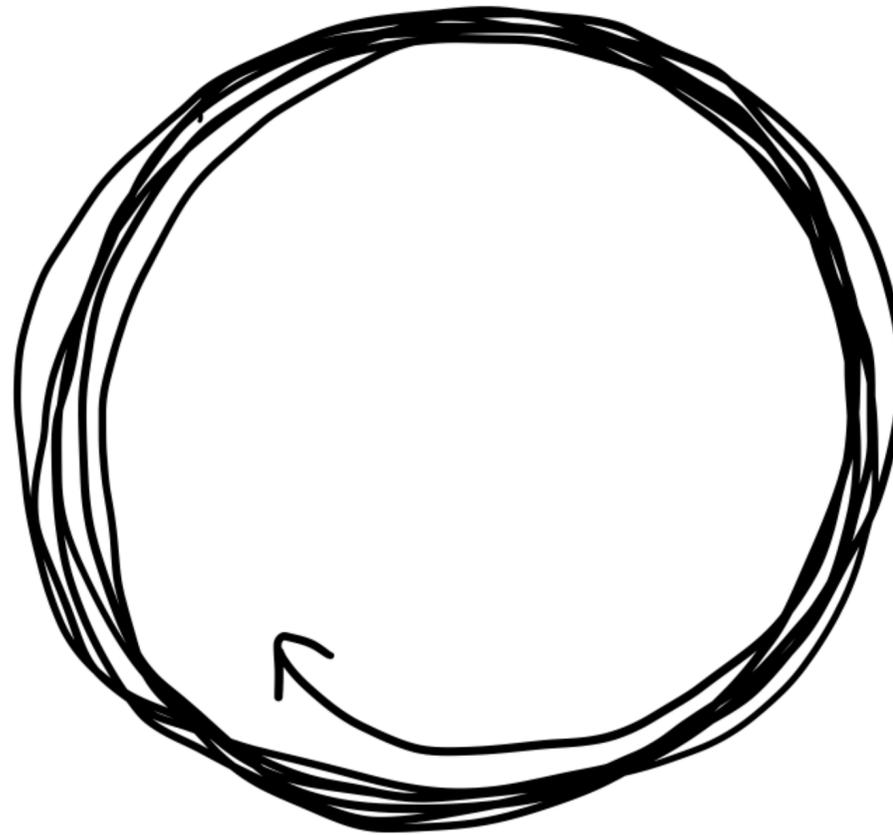
WHAT NORMALLY HAPPENS

Wait



WHAT NORMALLY HAPPENS

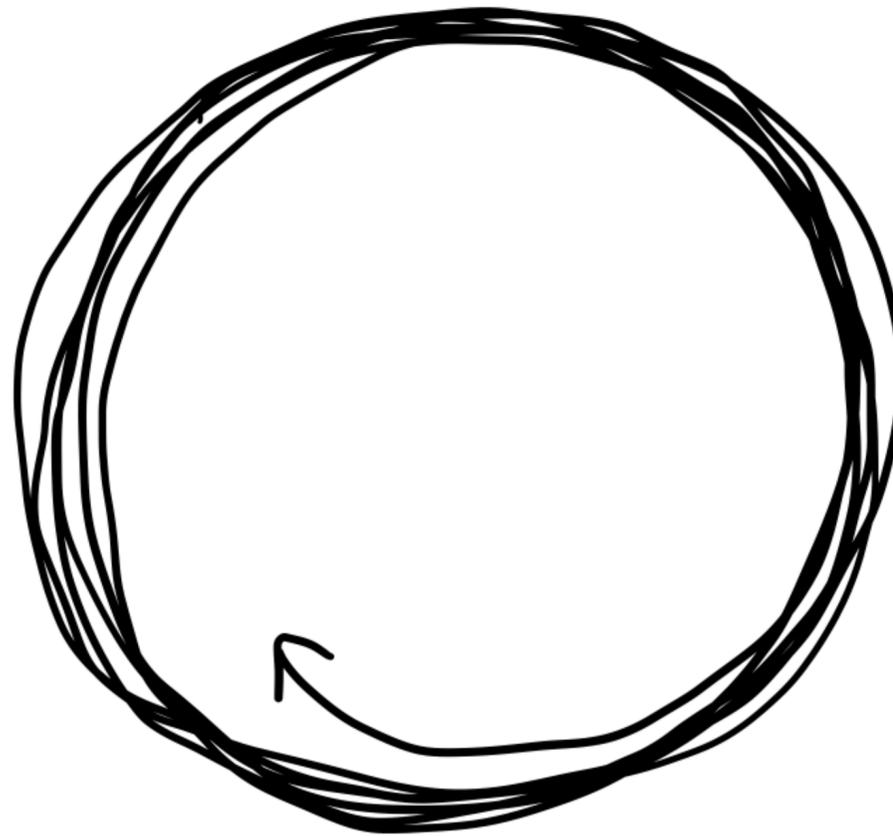
Wait



Go back to work

WHAT NORMALLY HAPPENS

Wait



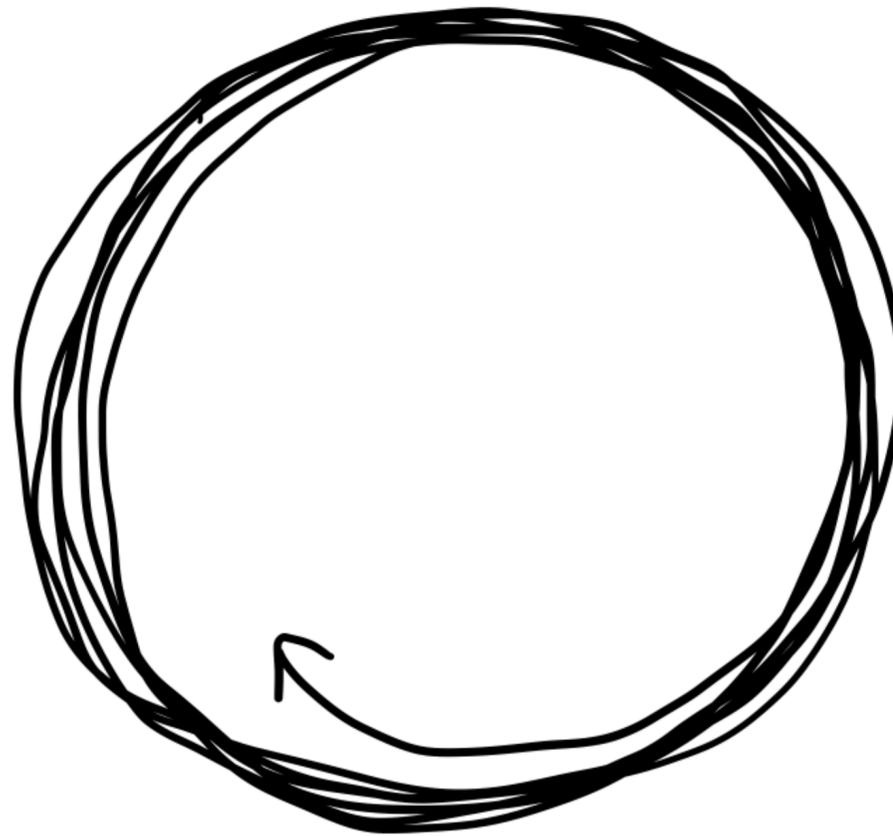
Go back to work

Suffer alone

WHAT NORMALLY HAPPENS

Wait

Go back to work



Lose confidence

Suffer alone

Connection

A true story

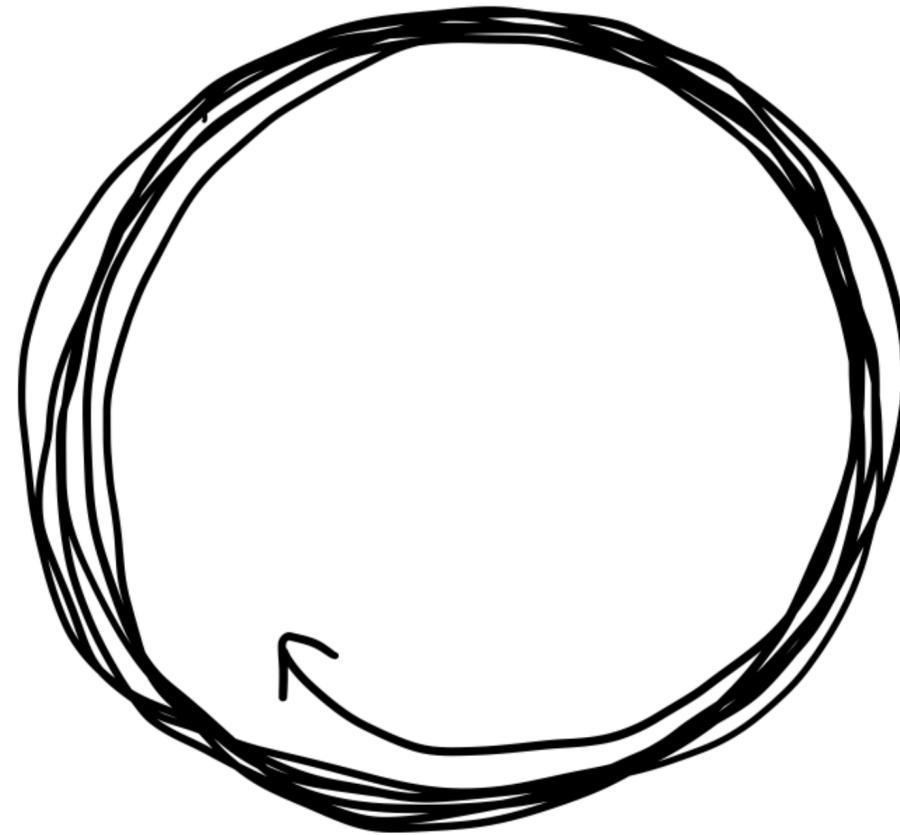
EARLY 2021

**We wanted to be a different
kind of team.**

LATE 2022



LATE 2022

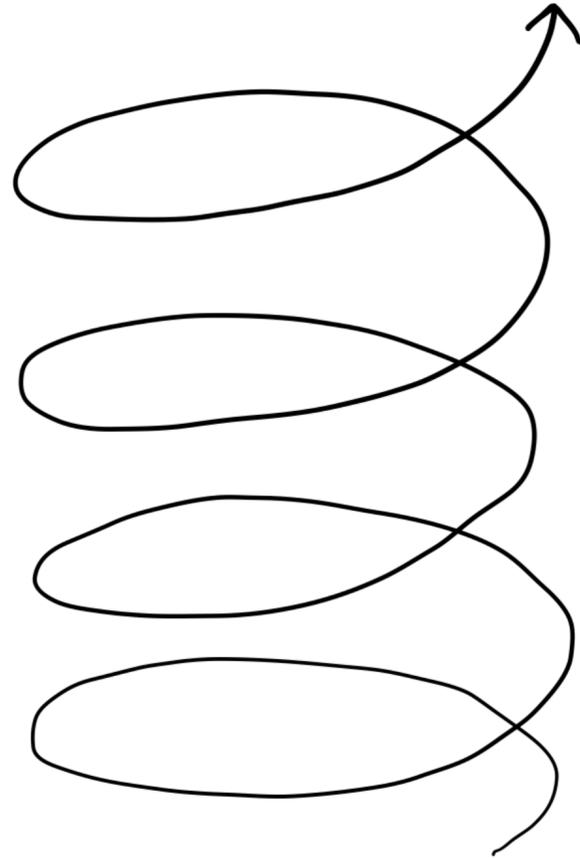


“

I know we'll figure it out, as a team.

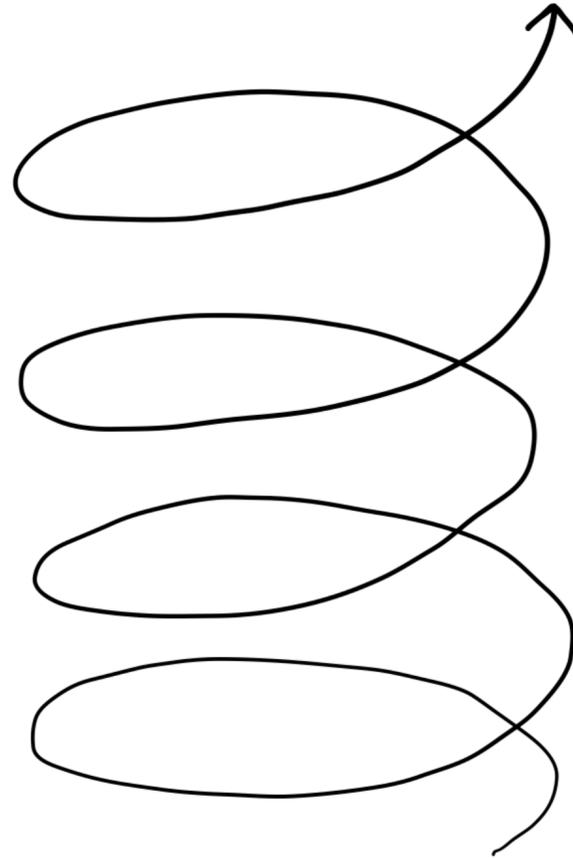
THE WISE JOHN DUFFY

WHAT HAPPENED, INSTEAD



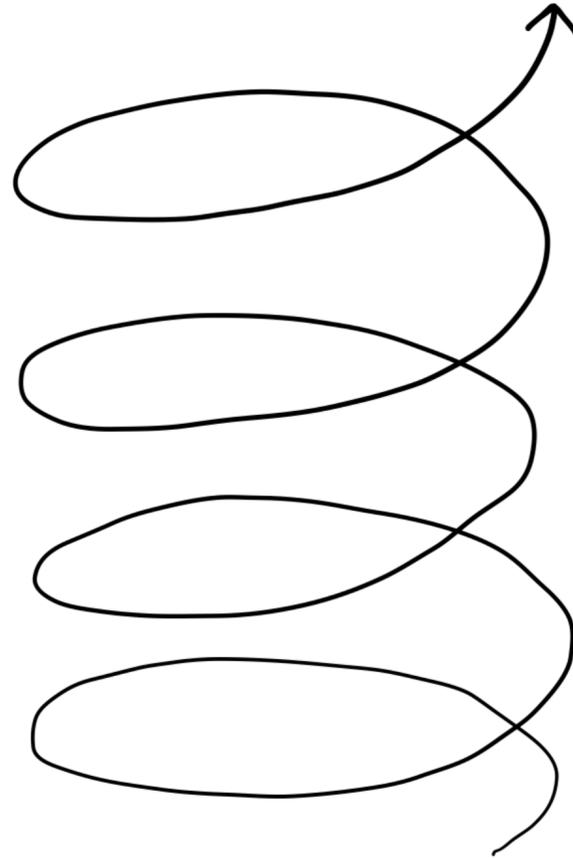
WHAT HAPPENED, INSTEAD

Turned to the
team



WHAT HAPPENED, INSTEAD

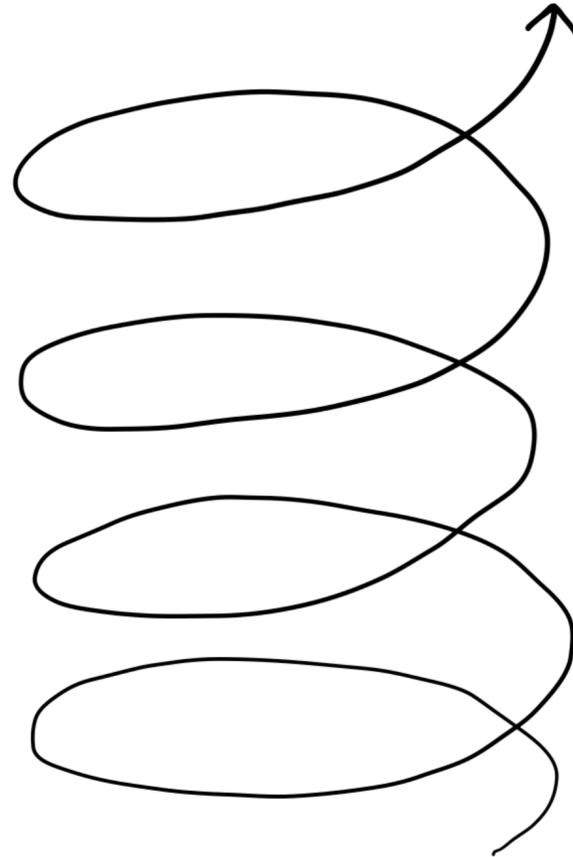
Turned to the
team



Back to purpose

WHAT HAPPENED, INSTEAD

Experimented



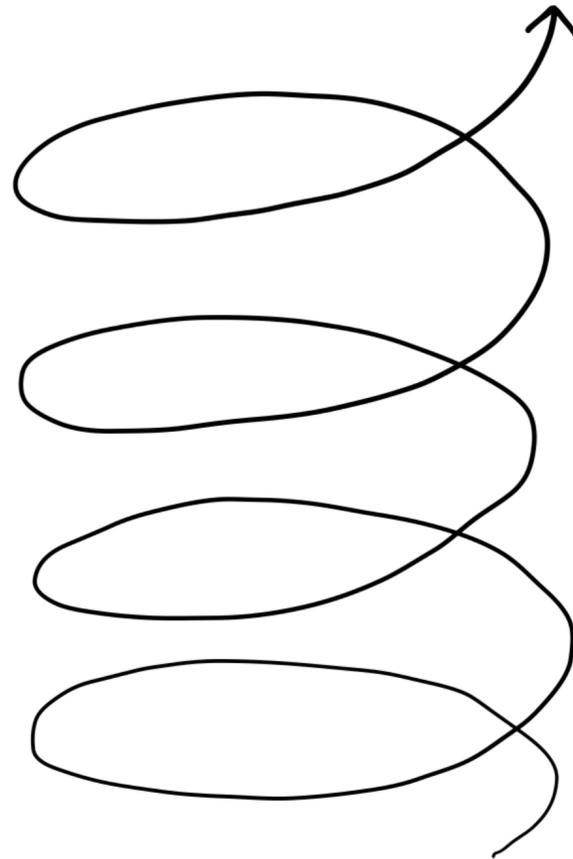
Turned to the
team

Back to purpose

WHAT HAPPENED, INSTEAD

Experimented

Turned to the
team



Made it real.

Back to purpose



Learning

Connection is the work.

**BEING RESILIENT CAN FEEL
IMPOSSIBLE ALONE BUT
POSSIBLE TOGETHER.**

Connection

Humans need it

**CONNECTION WAS
VOTED THE HIGHEST
NEED FOR TEAMS**





We just don't
have the time.

There are other
priorities.

It always feels
forced...



“Can we drop the connection stuff?”



“I wish we had more time for this.”



Connection

It improves the work

Is it worth it?

Connected teams show “better performance, more creativity, more efficiency and [ultimately drive] more revenue”.

Westlund & Adam 2010; Ben Hador 2016; Sözbilir 2017

Is it worth it?

High-performing teams are “more authentic”,
“give and receive appreciation more frequently”,
“invest more time bonding over non-work
things” and “communicate more frequently”.

Ron Friedman, *5 things high performing teams do differently*, HBR 2021

Is it worth it?

Connected teams are “more creative, more productive and more committed”.
Team connection “boosts motivation and productivity”.

The Great Resignation Insights Report, Airspeed, 2022

Is it worth it?

“People who feel more connected to each other have higher self-esteem, greater empathy, are more trusting and more co-operative”.

Robert Waldinger and Marc Schulz, *The Good Life: Lessons From the World's Longest Scientific Study of Happiness*

Is it worth it?

“Having social support from coworkers reduces stress, helps reduce burnout, improves efficiency and productivity, and increases employee engagement”.

Marissa King, author of *Social Chemistry: Decoding Patterns of Human Connection*

Is it worth it?

“When employees feel connected, outcomes like retention, collaboration, engagement and motivation flourish”.

How much is human connection really worth?, Enboarder 2022

Is it worth it?

“When employees feel connected, outcomes like retention, collaboration, engagement and motivation flourish”.

How much is human connection really worth? Epubair, 2022

“Employee connection is critical to business success. It drives key outcomes, such as employee satisfaction, engagement, and long-term retention”.

State of workplace connection, Blueboard, 2022

Is it worth it?

“When employees feel connected, outcomes like retention, collaboration, engagement and motivation flourish”.

When people trust and are connected with each other, “they take risks together. That’s helpful with innovation and creativity”.

Nancy Baym, Microsoft Researcher

State of workplace connection, Blueboard, 2022

Is it worth it?

**Strong connection amongst teammates
“promotes job satisfaction and
organisational commitment”.**

Charalampous et al. 2019

Nancy Baym, Microsoft Researcher

State of workplace connection, Blueboard, 2022

Is it worth it?

“When employees feel connected, outcomes like retention, collaboration, flowish”
Strong connection amongst teammates “promotes job satisfaction and organisational commitment”.
When people trust and are connected with

Strong connection amongst teammates

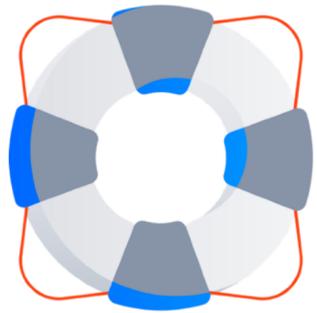
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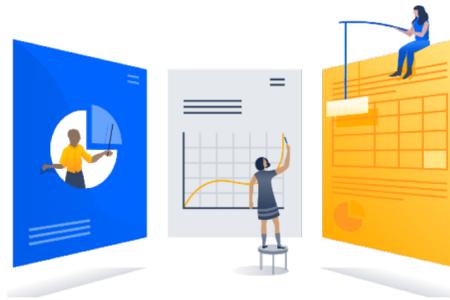
Traits of connected team



More psychological
Safety



More
Motivated



More
Collaborative

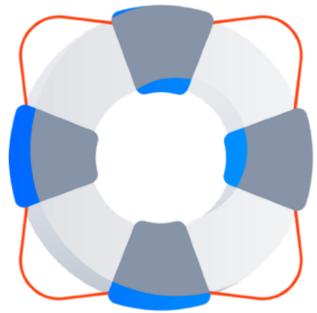


More
Innovative



Less
Burnout

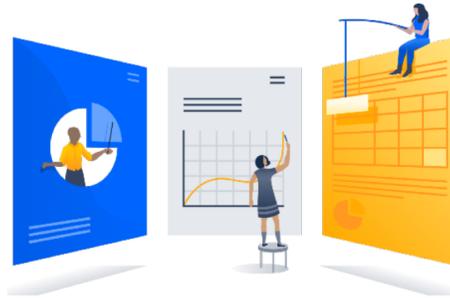
Traits of connected team



More psychological
Safety



More
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More
Collaborative



More
Innovative



Less
Burnout

**CONNECTION MAKES
OUR WORK BETTER, AND
EASIER.**

Connection

How do you build it?



Another virtual
happy hour?

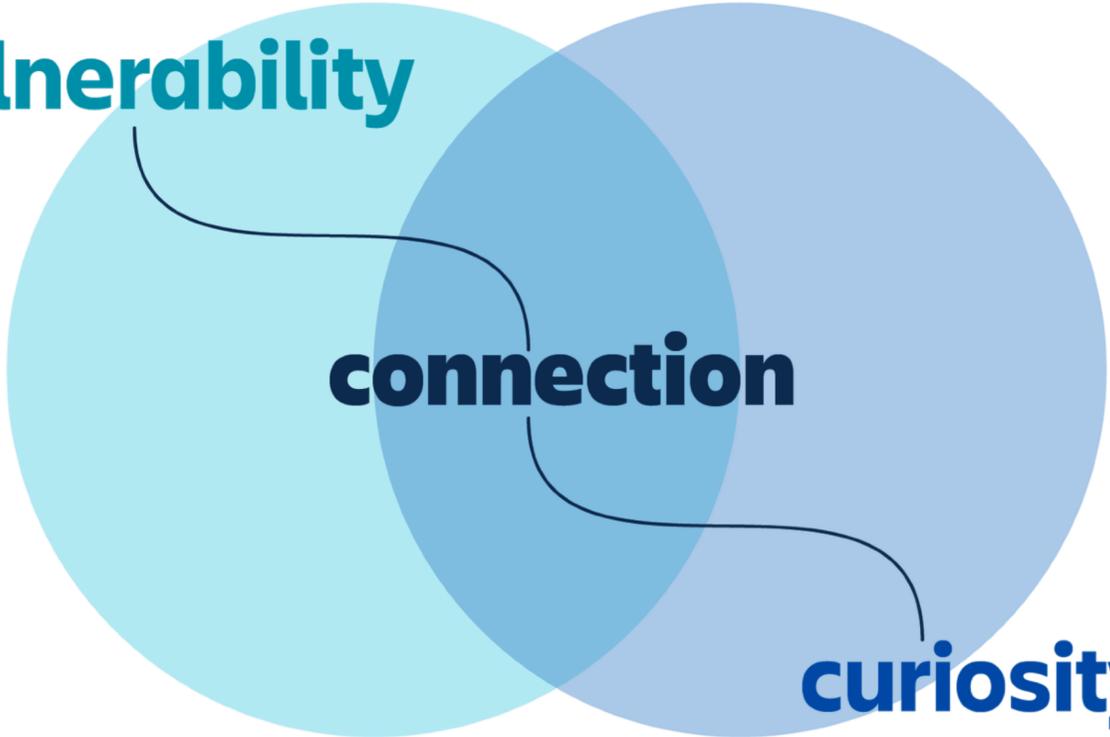
Pizza party?

Offsite in Hawaii?



**CONNECTION DOES NOT
EXIST OUTSIDE OF THE
WORK.**

vulnerability



connection

curiosity

VULNERABILITY IS NOT

DEEPLY PERSONAL

FORCED

VULNERABILITY IS

REVEALING HOW YOU THINK

YOUR CHOICE



Vulnerability sounds like

I think I may have jumped to the wrong conclusion.

Things I may struggle with...

I would really appreciate your advice on...

CURIOSITY IS NOT

“WHY?”

GENERIC

CURIOSITY IS

OPEN QUESTIONS

SPECIFIC

Curiosity sounds like

What's an example of that?

I'm curious to hear more about your experience.

*How, **specifically**, can I best support you?*



**TAKE THE TIME TO KNOW
EACH OTHER AS HUMANS,
NOT RESOURCES.**

FROM

Big bang events

Outside the work

It's their job

TO

Every day moments

Is the work

It's your job

**BUILD CONNECTION
THROUGH VULNERABILITY
AND CURIOSITY.**

Connection

Is a continual practice

Practice vulnerability and curiosity

Open questions

Also feared as Icebreakers

Recognition

It's more than just thank you

Asking for help

Normalise it



When done poorly

GENERIC

STRESSFUL

AWKWARD

WHEN DONE WELL

Purposeful

Reinforce a wider goal

Authentic

Vulnerability and Curiosity

Reveals something

Learn about the person

Purpose	Open Questions
Opportunities	My hopes for this team...(the opportunities I see for this team...)
Trust	The best way to build my trust is...
Asking for help	What I need to be successful in a team...
Asking for help	Things I may struggle or need help with...
Triggers	What drives me nuts? What irritates me?
Communication	My communication preferences/how I learn best...
Priorities	If you woke up with \$10,000,000 in your bank account, how would you spend it?
Personal aspirations	Is there something that you've dreamed of doing for a long time? Why haven't you done it?.
Values	For what in your life do you feel most grateful?
Values	What is your most treasured memory?
Personal	What are three honest, unfiltered things about me?

Practice vulnerability and curiosity

Open questions

Also feared as Icebreakers

Recognition

It's more than just thank you

Asking for help

Normalise it



When done poorly

GENERIC

CHECK BOX

ASSUMED

WHEN DONE WELL

Specific

Specifically why they were thankful

Public

Shared publicly to celebrate as team and add further support

Role model

By recognising teammates, it role models it for others and normalises it for your team.

Dominik Katz ✈️ 1 month ago
Also, shout out to [@Daryl](#) ++++ who's been nothing but gracious about the shift in priorities for the moment. Also appreciate your clarity of thought around setting boundaries!
👏 1 **yes this** 2 😊

Atlassian Karma APP 1 month ago
Daryl Chan's karma has increased to 906.

Samantha Campbell 1 month ago
Awww thanks so much for the kudos. It means the world coming from such lovely people!
[@maddie](#) +++ you're most welcome and thank you. I loved getting a peek into 'your' world and glad we got the short but sweet time to work together.
[@Annabelle Scott](#) +++ thank you! What can I say? You're amazing and I've loved having this opportunity to work with you.
[@Daryl](#) +++ my colleague, my rock, my friend. Thank you always. (edited)
❤️ 2 🏆 1 😊

Atlassian Karma APP 1 month ago
Madeline Dietz's karma has increased to 784.
Annabelle Scott's karma has increased to 808.
Daryl Chan's karma has increased to 912.

Daryl Chan 🙏 1 month ago
🙏 Thanks [@kirbs](#) +++++ and [@domkatz](#) +++++! Been an intense pivot and great to be working with the master

Practice vulnerability and curiosity

Open questions

Also feared as Icebreakers

Recognition

It's more than just thank you

Asking for help

Normalise it



When done poorly

OBLIGATORY

RUSHED

FORCED

WHEN DONE WELL

Open and honest

Practice vulnerability, acknowledge shortcomings

A conversation

Practice curiosity and learn how to get the best from each other

Lived

Helps design the type of team you will be, values, behaviours, actions

What I need to be successful in a team...	<ul style="list-style-type: none">• Reliable team mates• Collaboration / co-creation• Good problems to solve (collaboratively)• Fun (that's right Eug and Saak, fun) and some personal connection• To feel valued / impactful (one of my biggest fears is being useless or tolerated)
Things I struggle or may need help with...	<ul style="list-style-type: none">• Deep thinking - I bias towards action, which can be a positive and a negative sometimes• Reflecting - it's not a natural state for me, there needs to be conscious time for it and the more my team mates help me reflect (either with dedicated time or by asking questions, helps)• Opening up - I'm getting better at this, but I default to more private and keeping things internal
What growth means to me now...	<ul style="list-style-type: none">• Learning from others and getting better in my craft• Being better today than I was last week
The best way to build my trust is...	<ul style="list-style-type: none">• Be reliable (do what you'll say)• Be available (feedback, jamming, questions, etc.)• Be humble• Credit others where appropriate
My ask of you...	<ul style="list-style-type: none">• Show up (mentally and physically, on time)

WHEN DONE WELL

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Things I struggle or may need help with...	<ul style="list-style-type: none">• Deep thinking - I bias towards action, which can be a p sometimes• Reflecting - it's not a natural state for me, there needs and the more my team mates help me reflect (either wi asking questions, helps)• Opening up - I'm getting better at this, but I default to r things internal	<p>John Duffy 6 February 2023</p> <p>Good question - for me it's largely doing what you say, or telling me if you can't. Showing up, being available and present.</p> <p>Even consistency in people/approaches/behaviours helps me, so I know what to expect 😊</p> <p>Edit • Delete</p> <p>👍 1 😊</p>
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My User Manual

Get to know your teammates and how to effectively work with them by sharing user manuals, which include communication preferences and more.

[Jump to instructions](#)

 **PREP TIME**
30 MINS

 **RUN TIME**
60 MINS

 **PEOPLE**
2-10



My User Manual in action



Practice vulnerability and curiosity

Open questions

Practice authentic curiosity

Recognition

Reinforce the team you want to be on

Asking for help

Showcase vulnerability

Connection

Takeaways

Summary

- ✓ **Connection builds resilience**
Which bolsters us through change and challenges, making it feel possible together
- ✓ **Connection improves our work**
More productive, more fun, more creative, safer and more innovative
- ✓ **Connection is a continual practice**
It's not big-bang. It's non-extraordinary moments practicing vulnerability and curiosity



Thank you!



JOHN DUFFY



SAAKSHI JOSHI



Questions?