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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



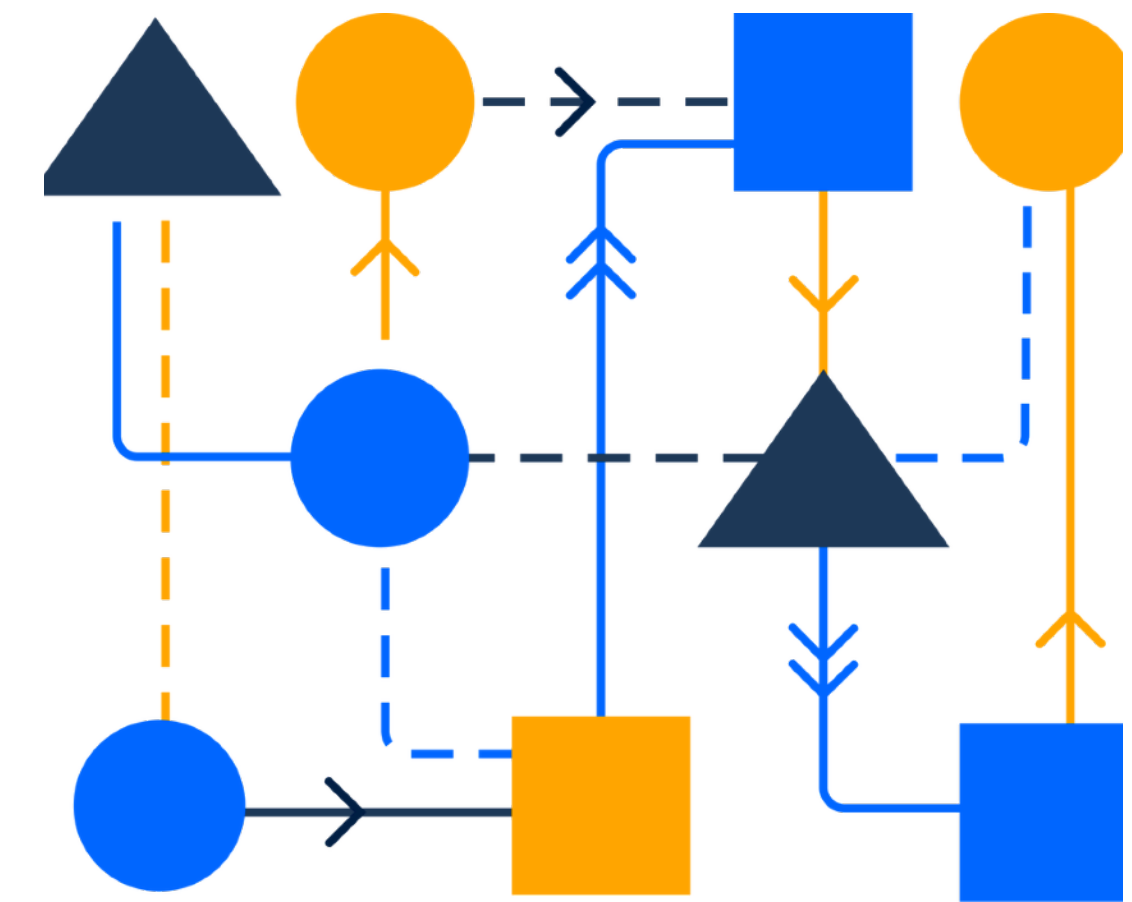
**Loss**

Of control

# COMMON ORGANISATIONAL CHANGES

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- Team members joining
- Team members leaving
- New managers
- Pivots in strategy
- Reorgs and restructures





# 83%

Understand the business benefit of change

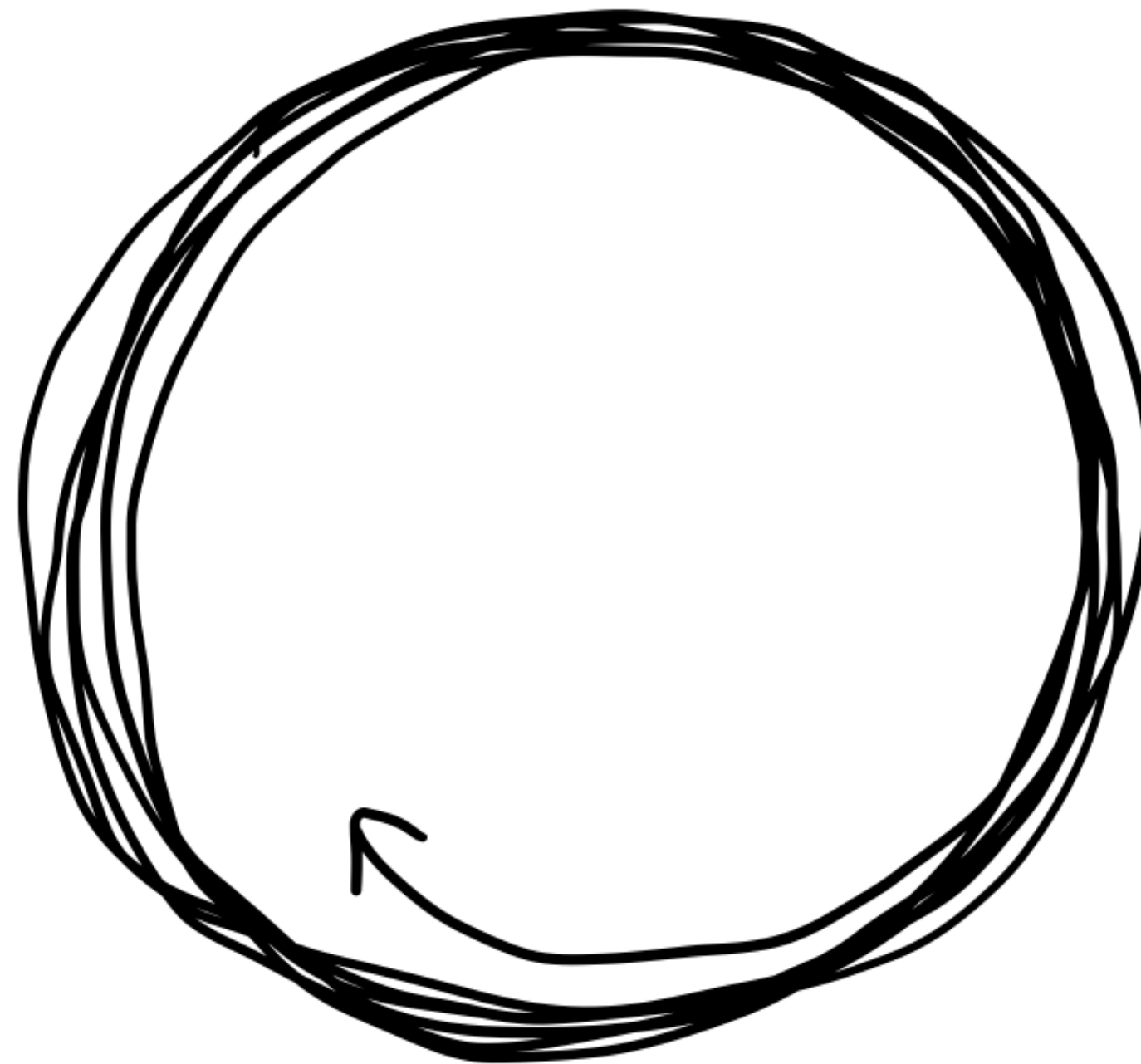
83%

Higher likelihood of quitting

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



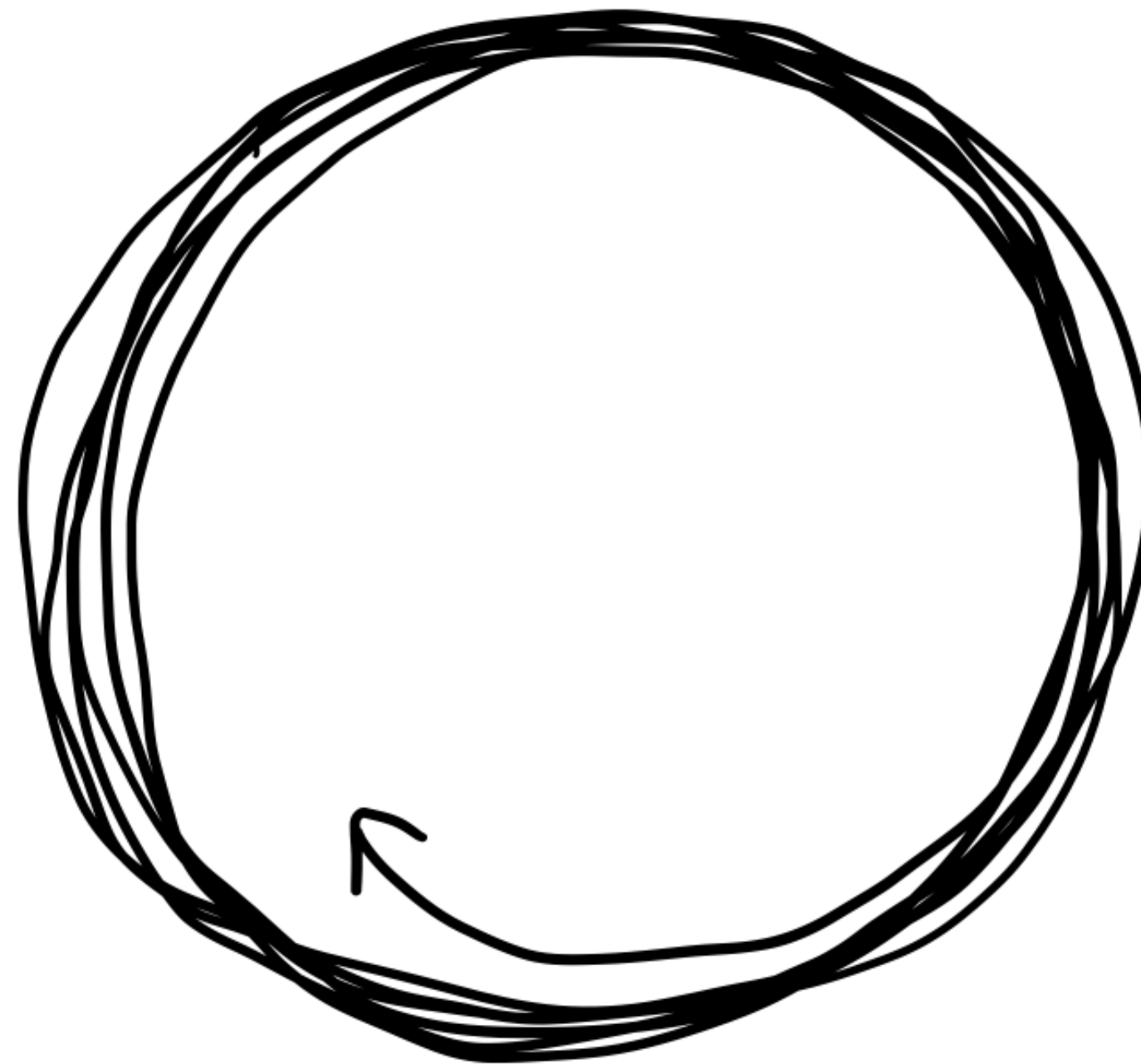
# WHAT NORMALLY HAPPENS



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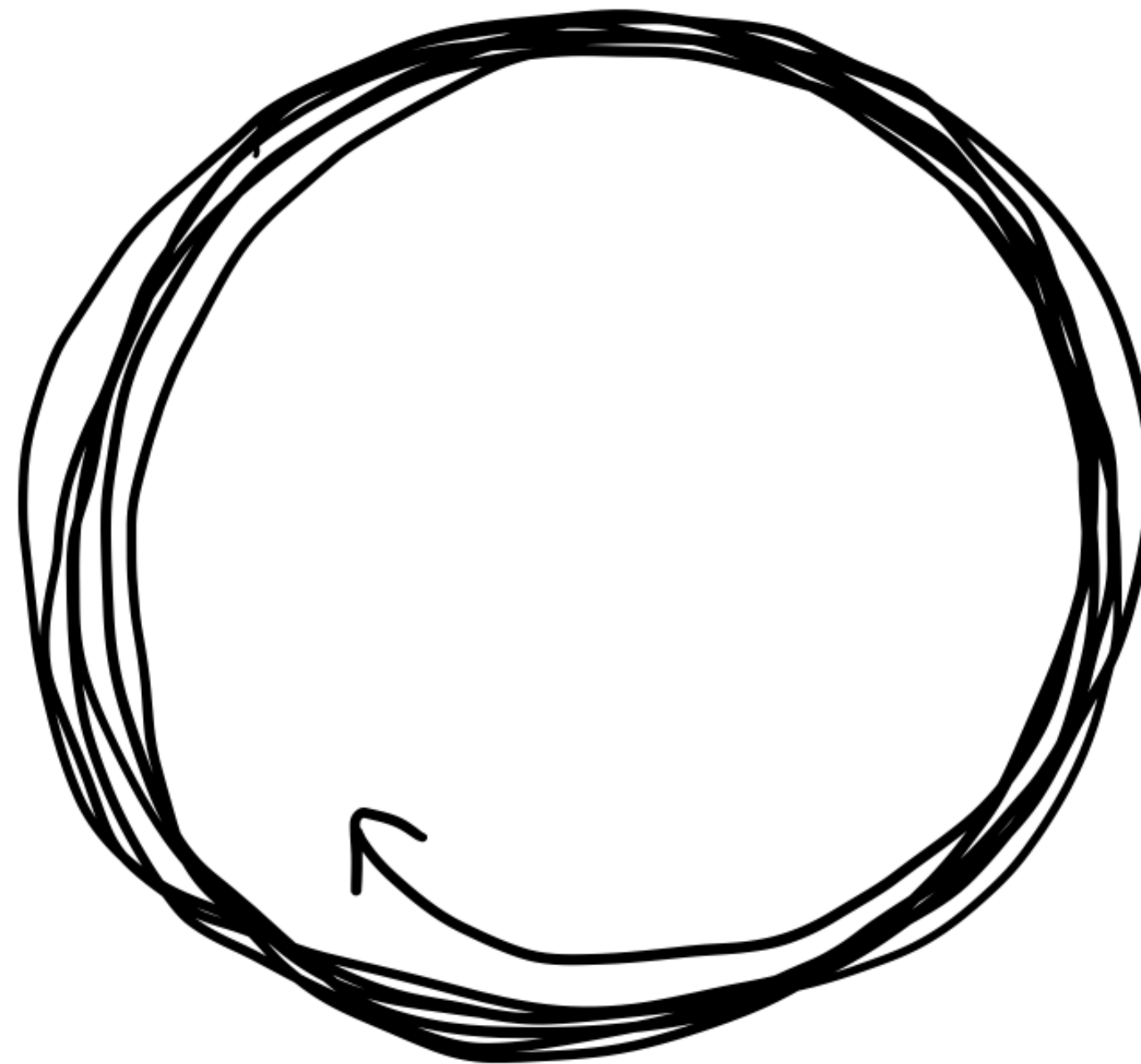
Wait



# WHAT NORMALLY HAPPENS

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Wait



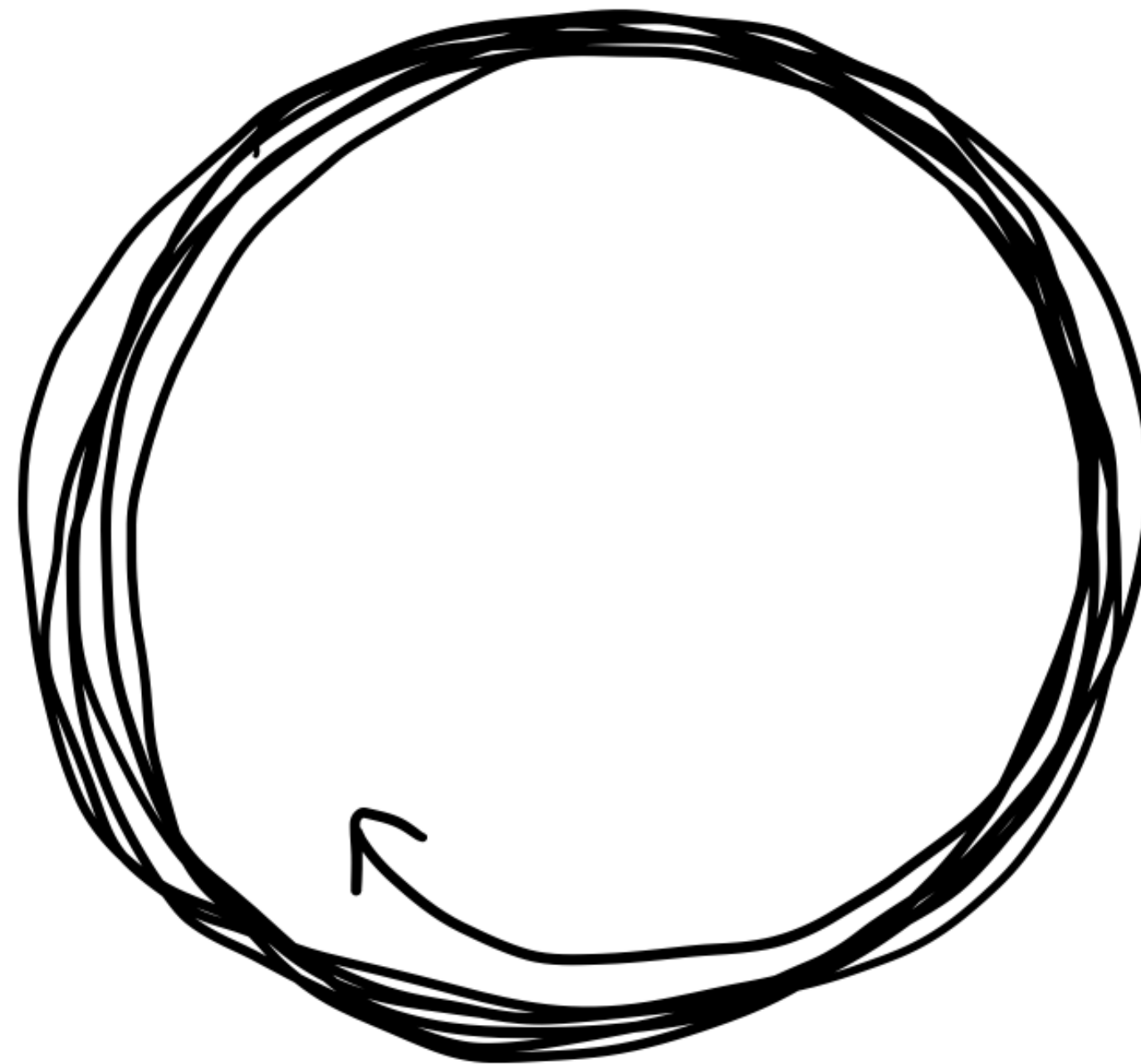
Go back to work



# WHAT NORMALLY HAPPENS

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Wait

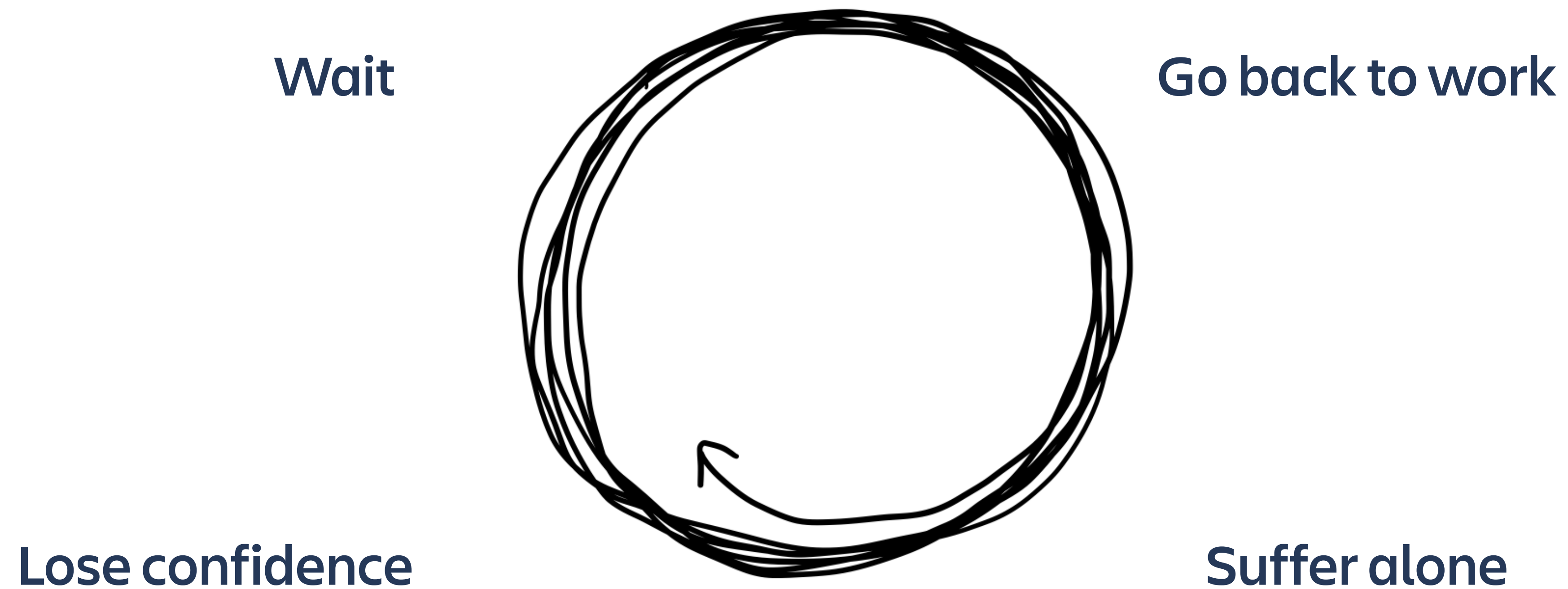


Go back to work

Suffer alone

# WHAT NORMALLY HAPPENS

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# Connection

A true story

**EARLY 2021**

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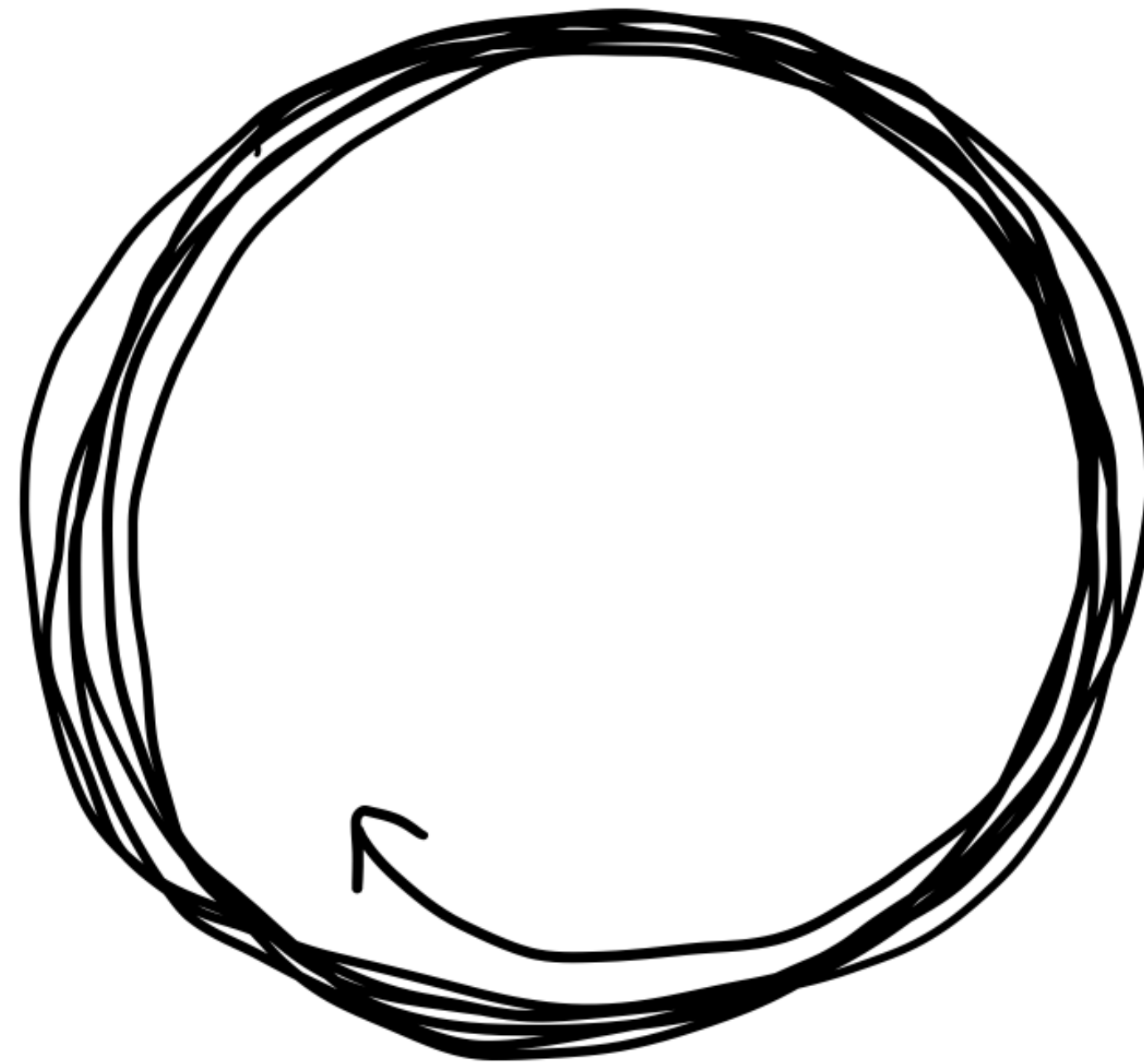
**We wanted to be a different  
kind of team.**

**LATE 2022**

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**LATE 2022**





“

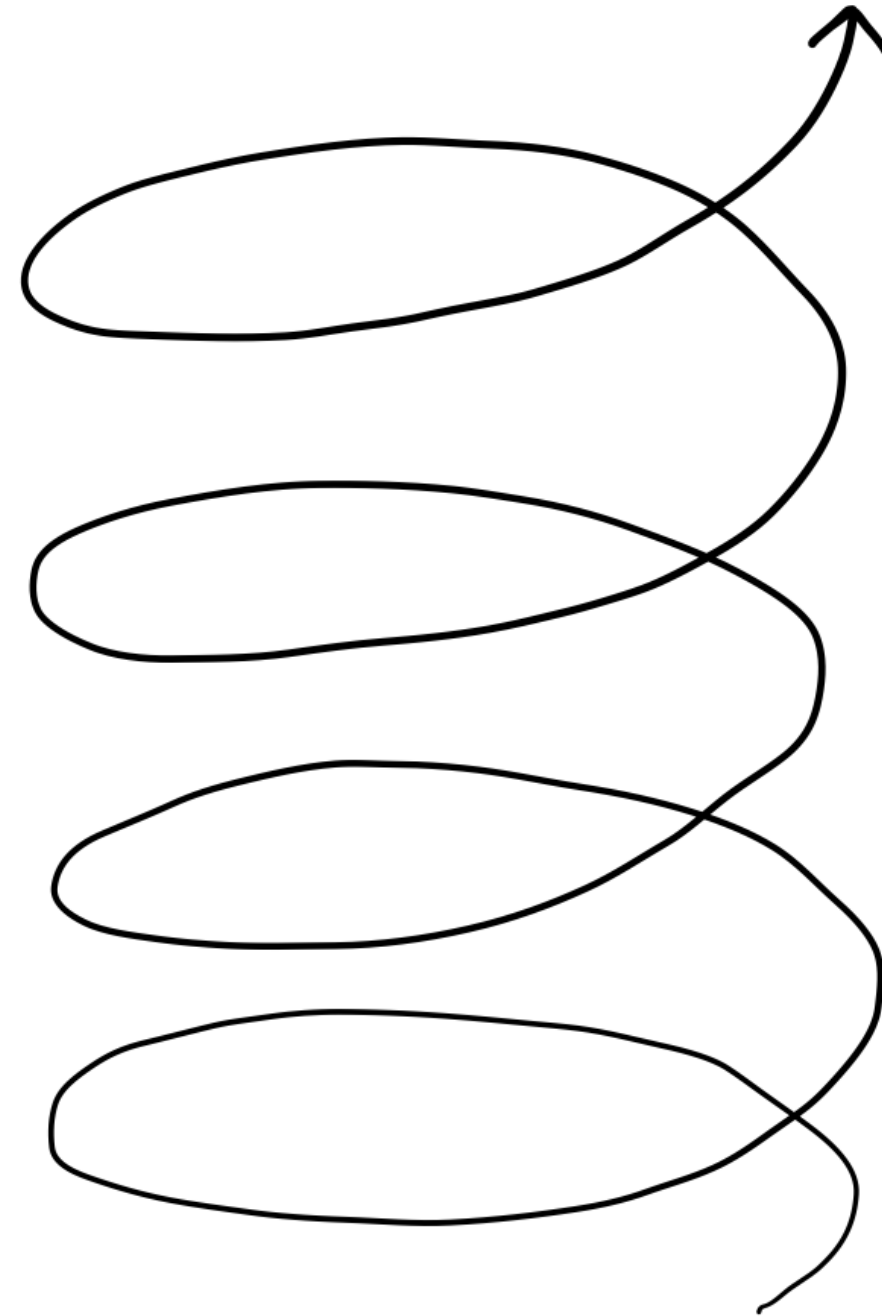
I know we'll figure it out, as a team.

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**THE WISE JOHN DUFFY**

# WHAT HAPPENED, INSTEAD

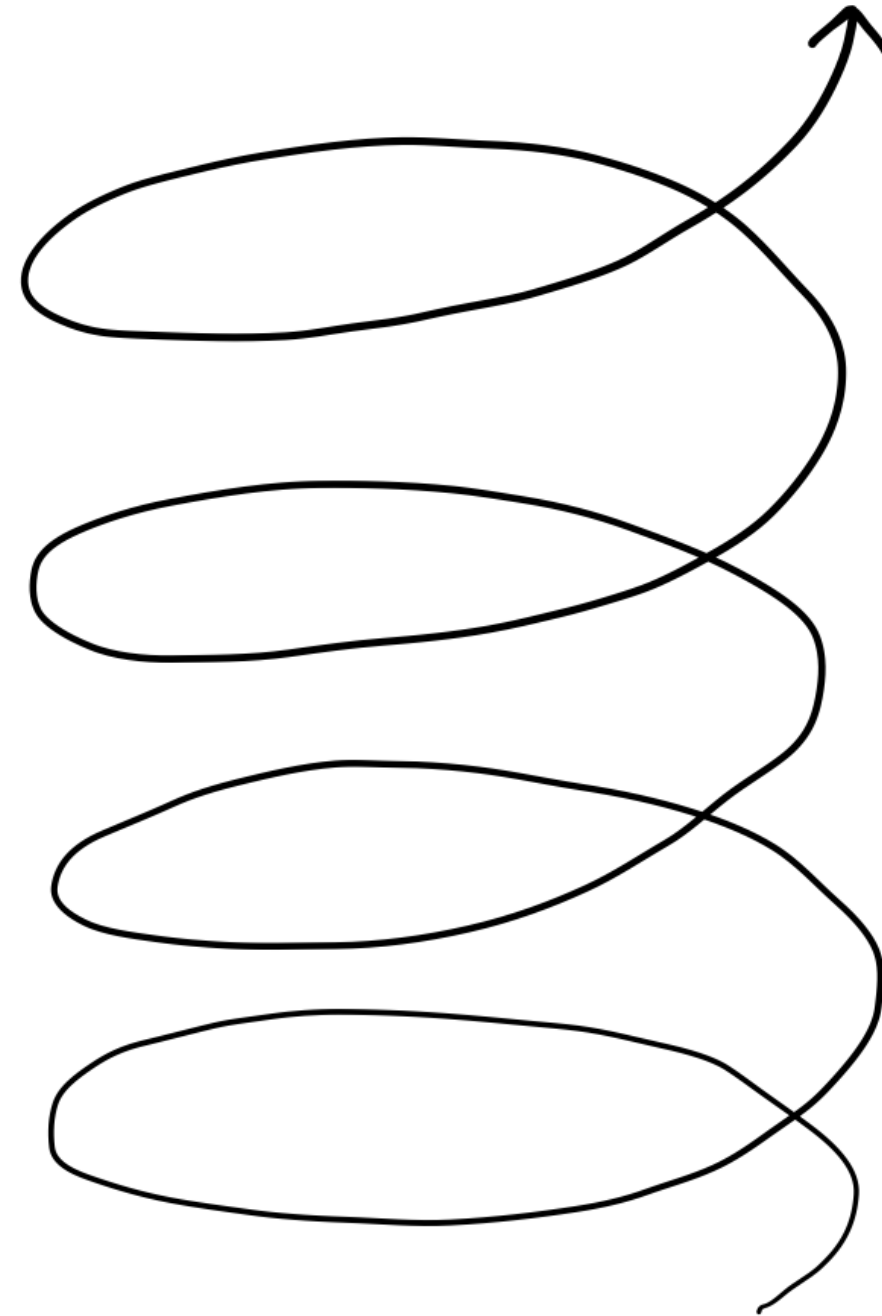
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# WHAT HAPPENED, INSTEAD

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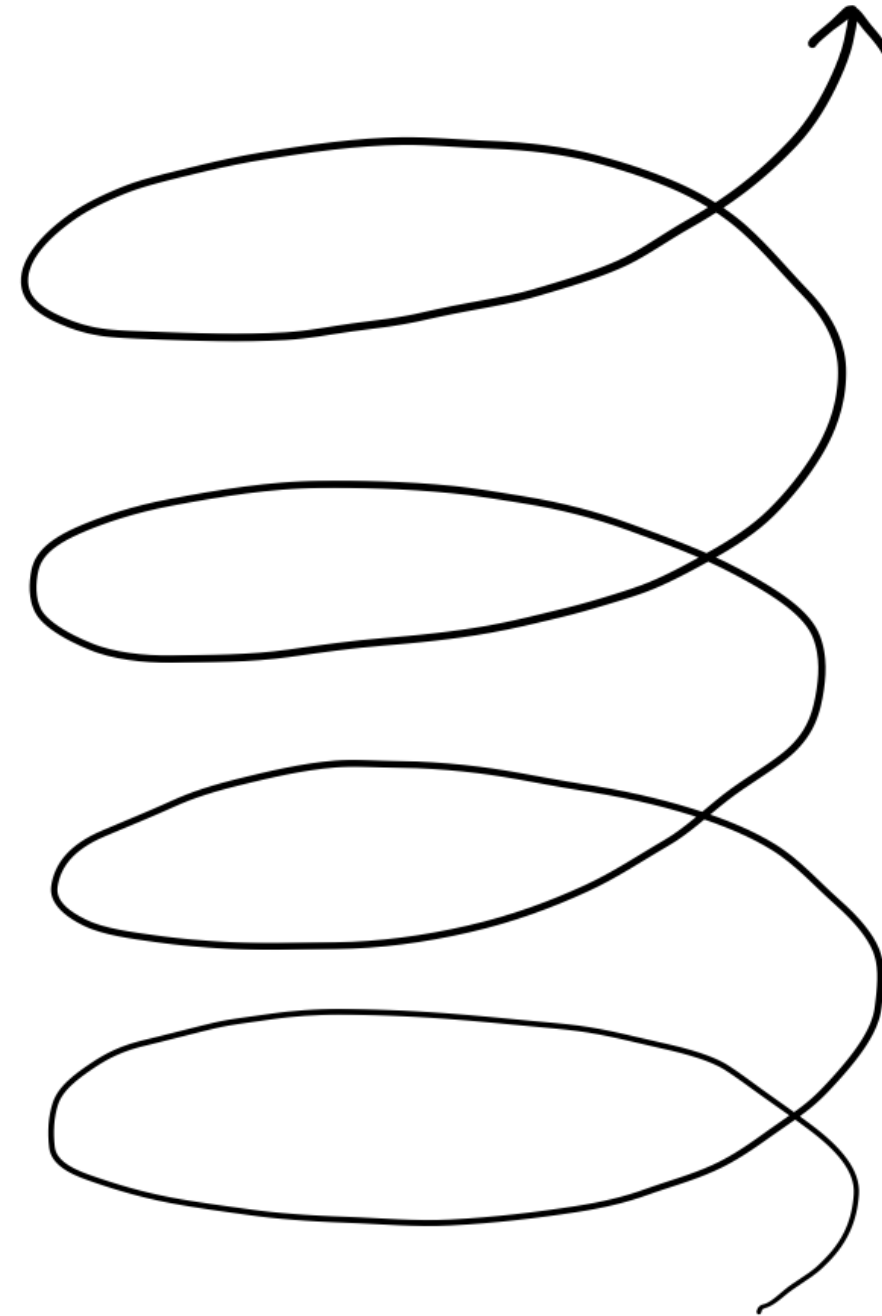
Turned to the  
team



# WHAT HAPPENED, INSTEAD

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Turned to the  
team



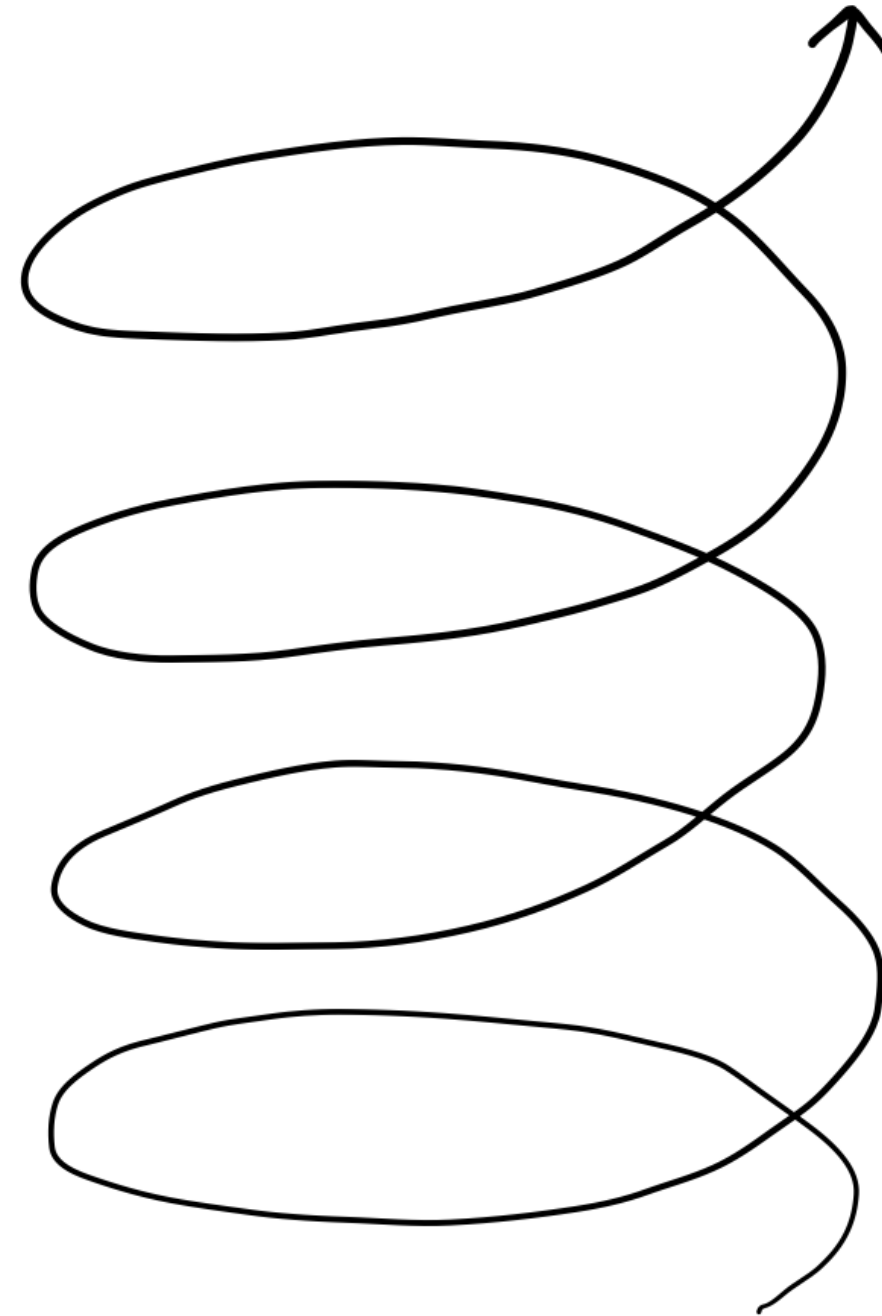
Back to purpose

# WHAT HAPPENED, INSTEAD

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Experimented

Turned to the  
team



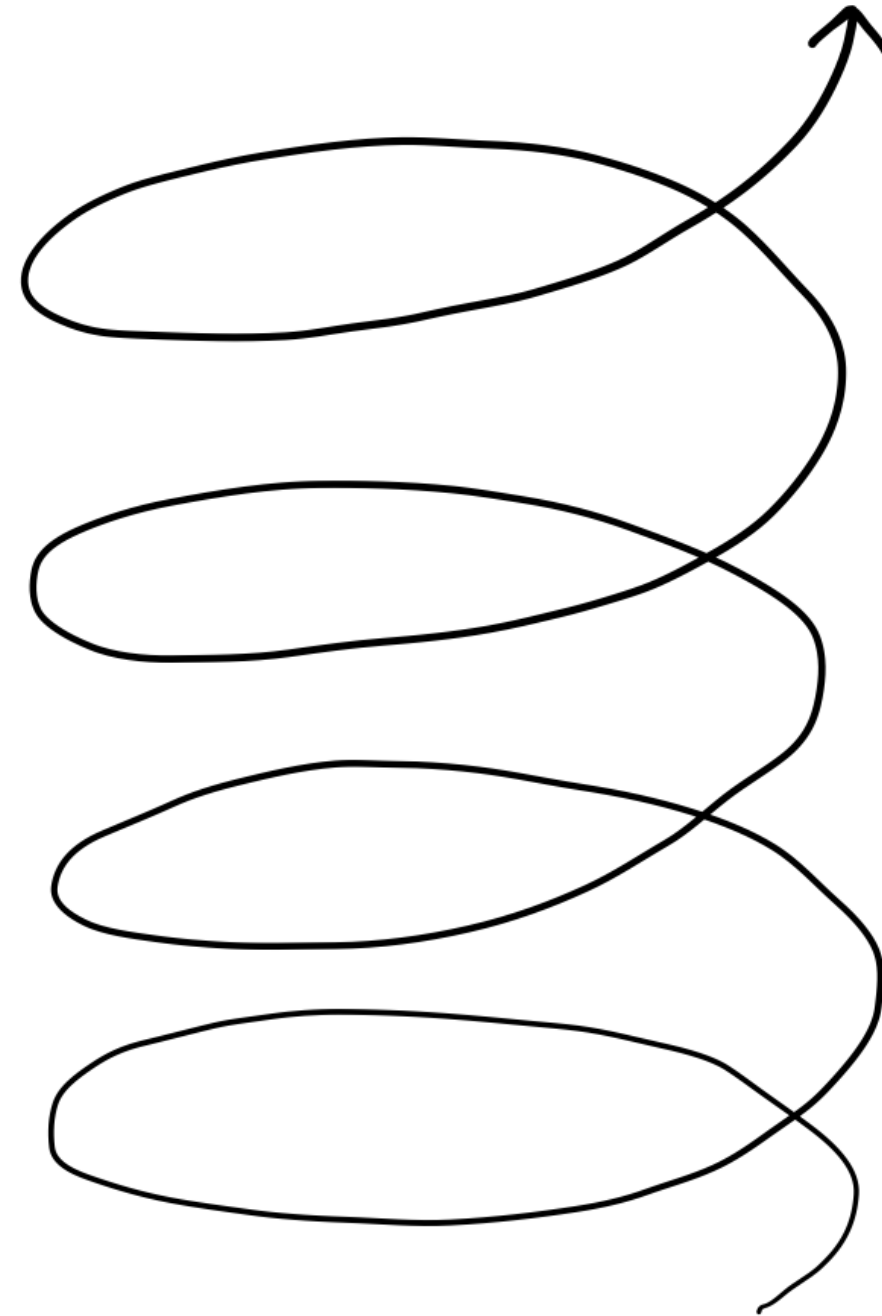
Back to purpose

# WHAT HAPPENED, INSTEAD

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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...



A group of people are gathered in a modern meeting room. In the foreground, a man in a grey and black striped shirt stands with his back to the camera, looking towards two large digital screens. The screens display a rowing team on a blue body of water. Several other people are standing and watching the screens. To the left, a whiteboard is visible with the heading 'WHAT RESONATES?' and several yellow sticky notes attached. A blue banner on the wall reads 'Context & Purpose 2:30pm - 3:30pm'. Another blue banner on the right wall says 'Something new I learned about a teammate...'. The room has a white ceiling with recessed lighting and a long table in the foreground with various items like water bottles, a red cup, and snacks. The overall atmosphere is professional and collaborative.

“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”.

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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”.

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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”.

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*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”.

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

# Is it worth it?

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“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”.

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*How much is human connection really worth?, Enboarder 2022*

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*How much is human connection really worth? Enboarder 2022*

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

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*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?

Strong connection amongst teammates  
“When employees feel connected, outcomes like retention, collaboration, engagement and motivation flourish”  
“When people trust and are connected with teammates, that’s how much is human connection really worth?”  
Employee connection is critical to business success.  
It drives key outcomes, such as employee satisfaction, engagement, and long-term retention”.

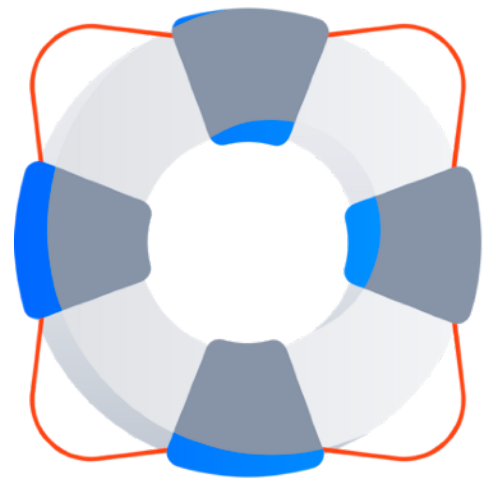
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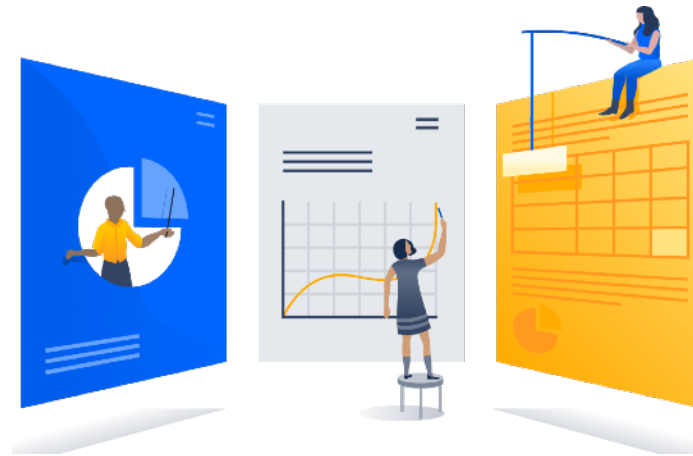
# Traits of connected team



More psychological  
**Safety**



More  
**Motivated**



More  
**Collaborative**

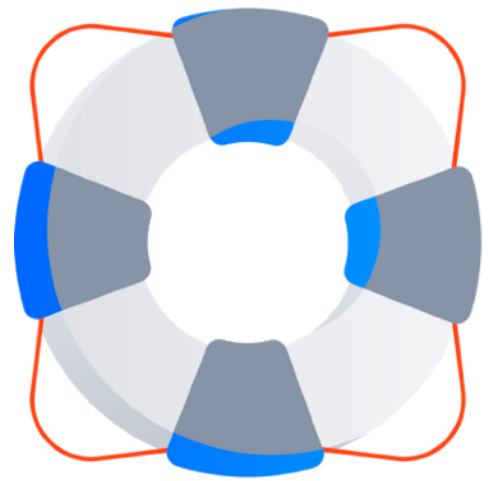


More  
**Innovative**



Less  
**Burnout**

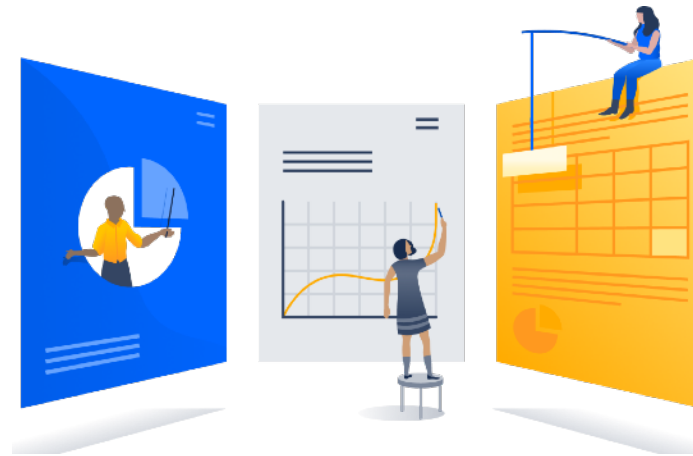
# Traits of connected team



More psychological  
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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?

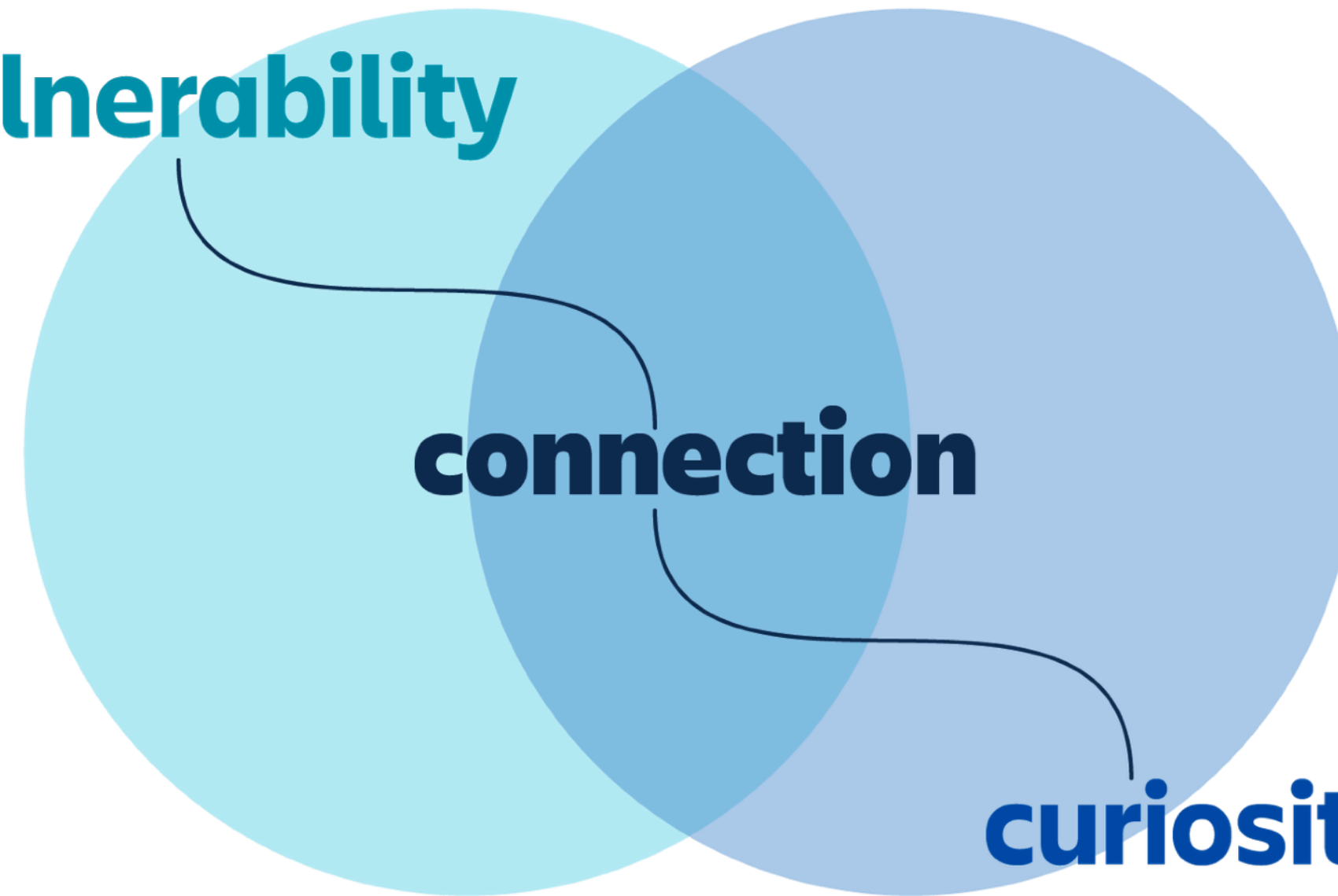
Offsite in Hawaii?

**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

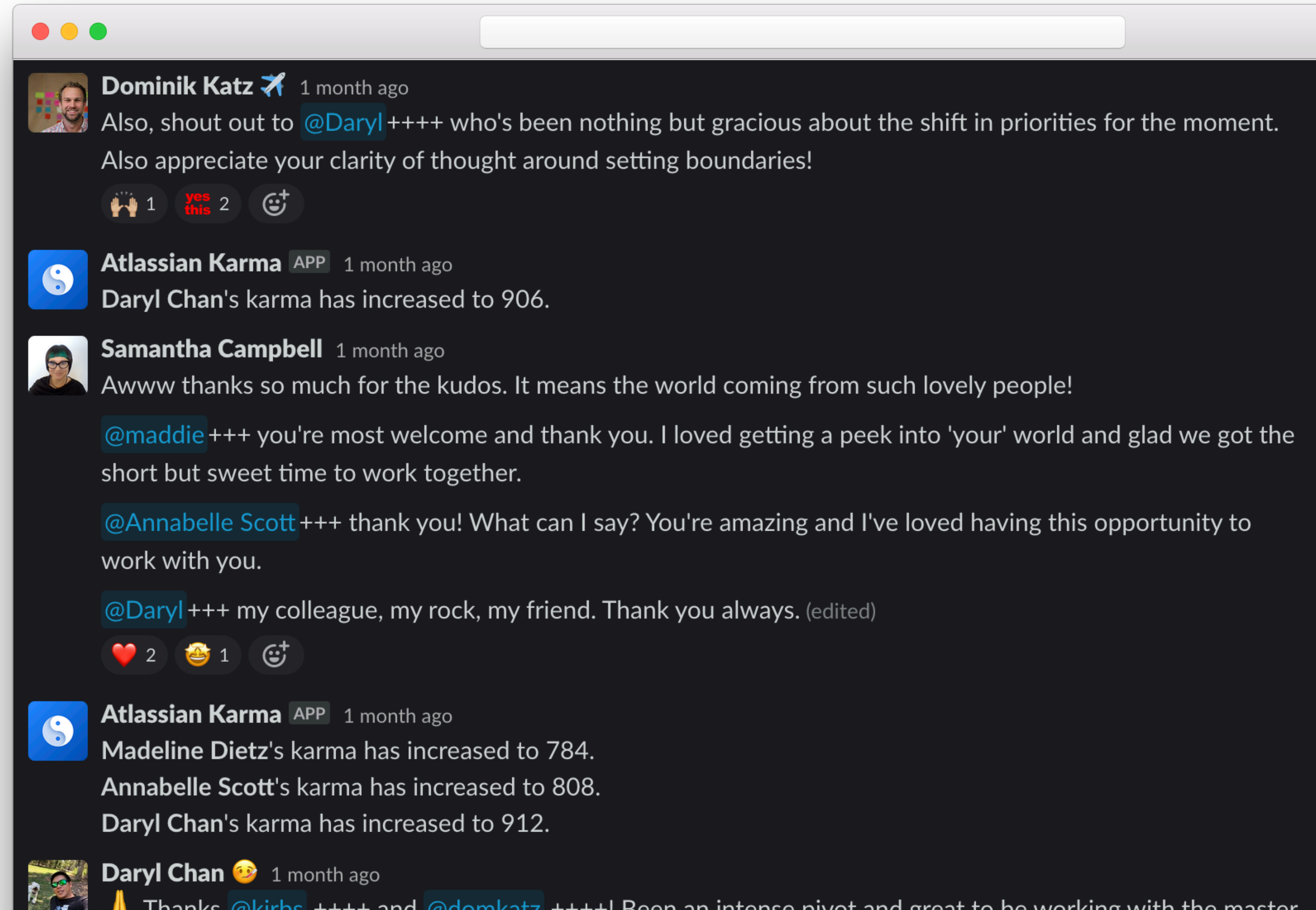
Specifically why they were thankful

## 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.



# Practice vulnerability and curiosity

## Open questions

Also feared as Icebreakers

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



# WHEN DONE WELL

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13 of 32

Caroline Maillols

6 February 2023

What does this mean to you? What are the key behaviours that make you feel like we have your back (which we do btw 😊)?

Resolve

John Duffy

6 February 2023

Good question - for me it's largely doing what you say, or telling me if you can't. Showing up, being available and present.

Even consistency in people/approaches/behaviours helps me, so I know what to expect 😊

Edit • Delete

1

Caroline Maillols


6 February 2023





# 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

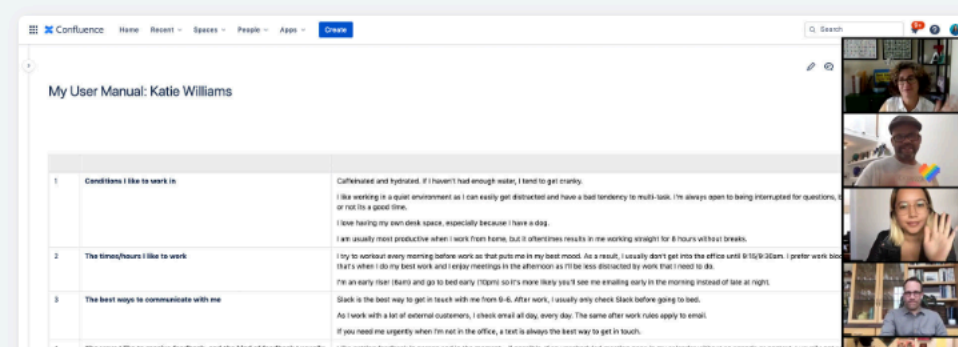
 **PREP TIME**  
30 MINS

 **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?