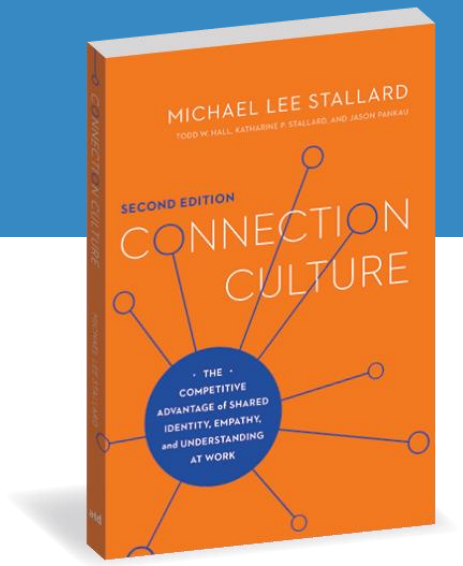
Remote Work, Rising Stress and the Critical Need for Connection



Michael and Katie Stallard

ExecuNet
Connecting Leaders Since 1988℠

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ConnectionCulture.com

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OUR CLIENTS

Yale NewHaven Health

COSTCO WHOLESALE

Memorial Sloan-Kettering Cancer Center
The Best Cancer Care. Anywhere.

TCU

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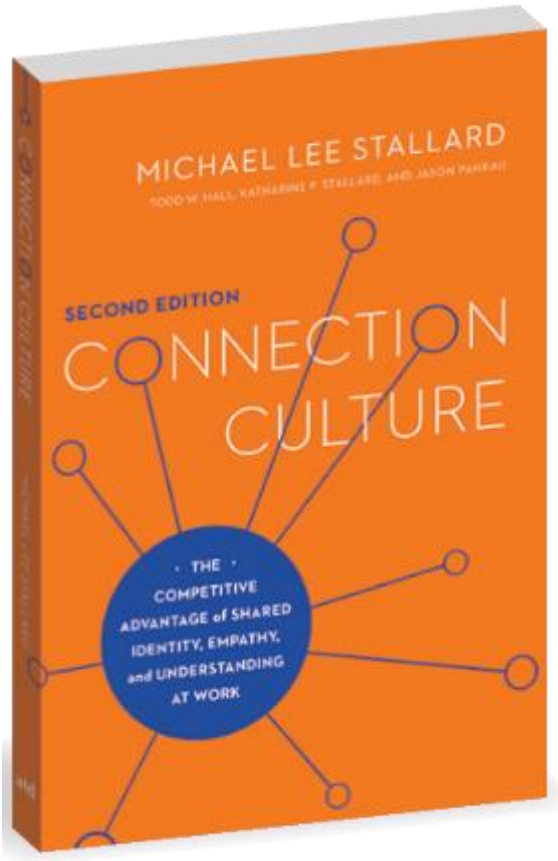

Turner

NASA

U.S. AIR FORCE

Qualcomm

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Stress
Loneliness
Social Isolation

DISCONNECTION: A SUPER-STRESSOR

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Vulnerability to other stressors

Intense reaction to negatives

Impaired cognitive function

Feelings of helplessness & threat

Sleep quality & self-control

GROUPS: Task performance

GROUPS: >80% decline in trust and cooperation

GROUPS: >50% decline in project success

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CONNECTION: A SUPERPOWER

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Smarter, happier, more productive

More resilient to stress

GROUPS:
20% higher sales

GROUPS:
21% higher profitability

Associated with 50% reduction of early death

GROUPS:
40% fewer quality defects

GROUPS:
> 70% fewer employee safety incidents

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EXERCISE

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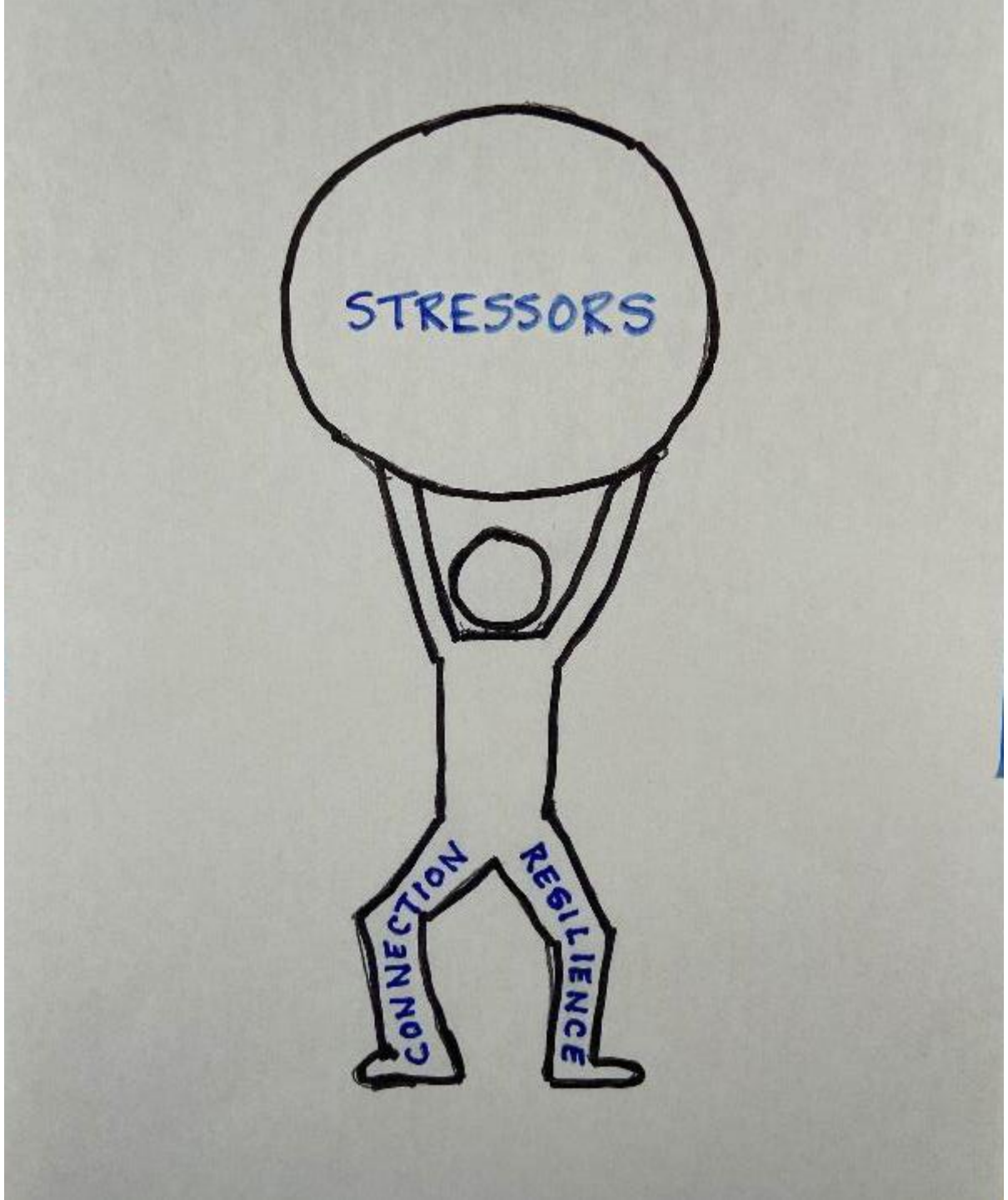
EXERCISE



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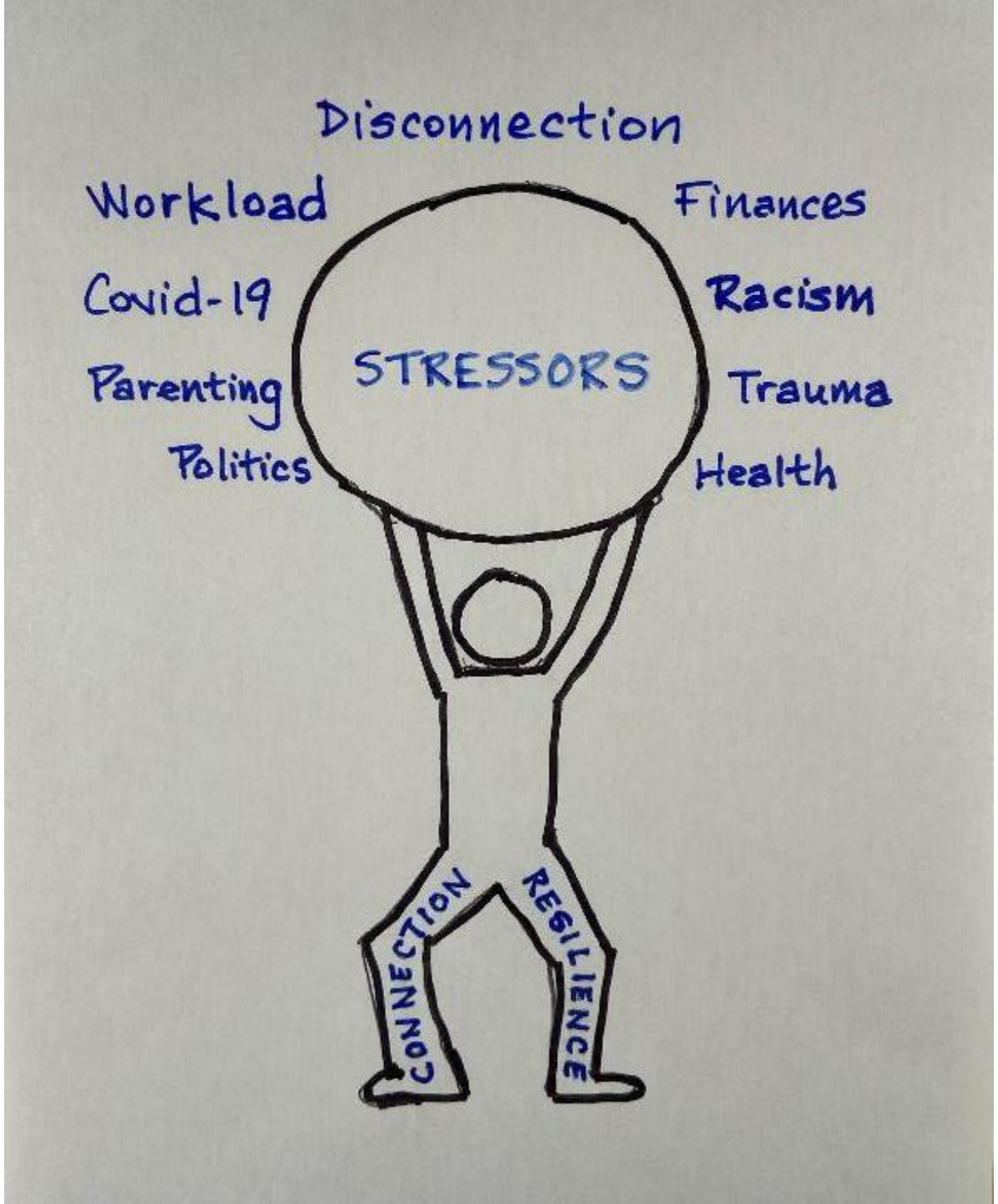
EXERCISE

Step 1:

Add your stressors



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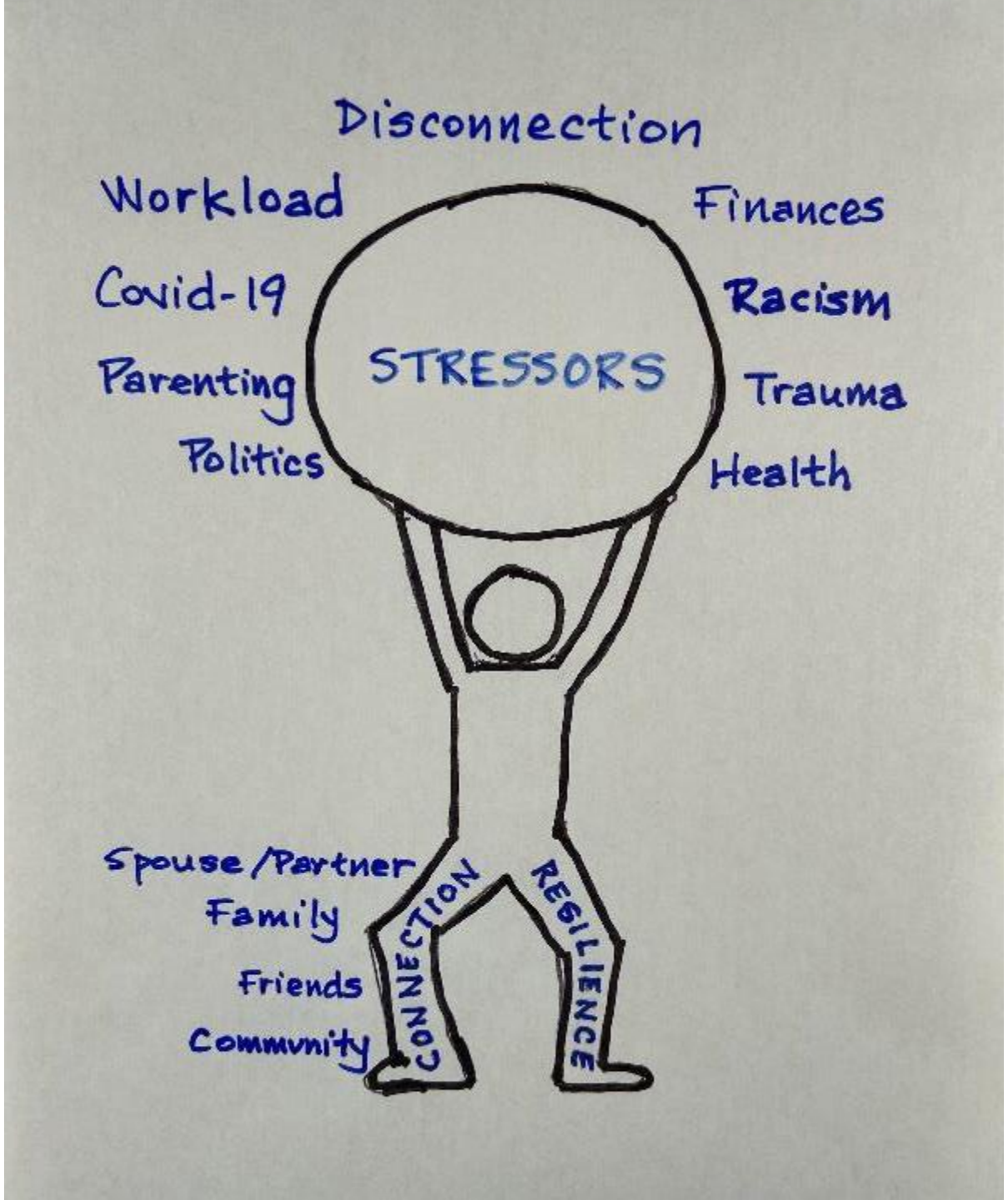
EXERCISE

Step 2:

Add people or groups with whom you connect



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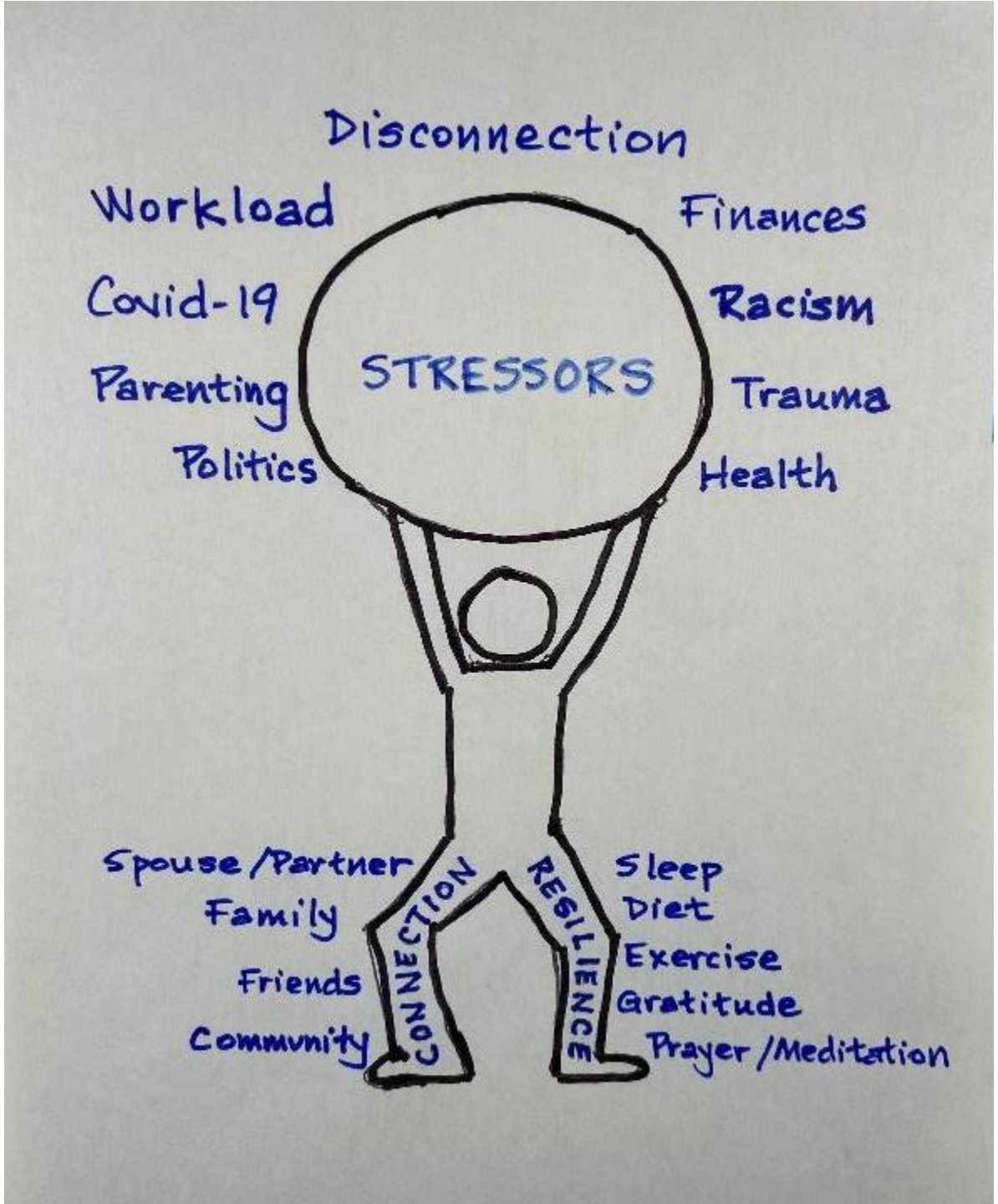
EXERCISE

Step 3:

Add resilience factors



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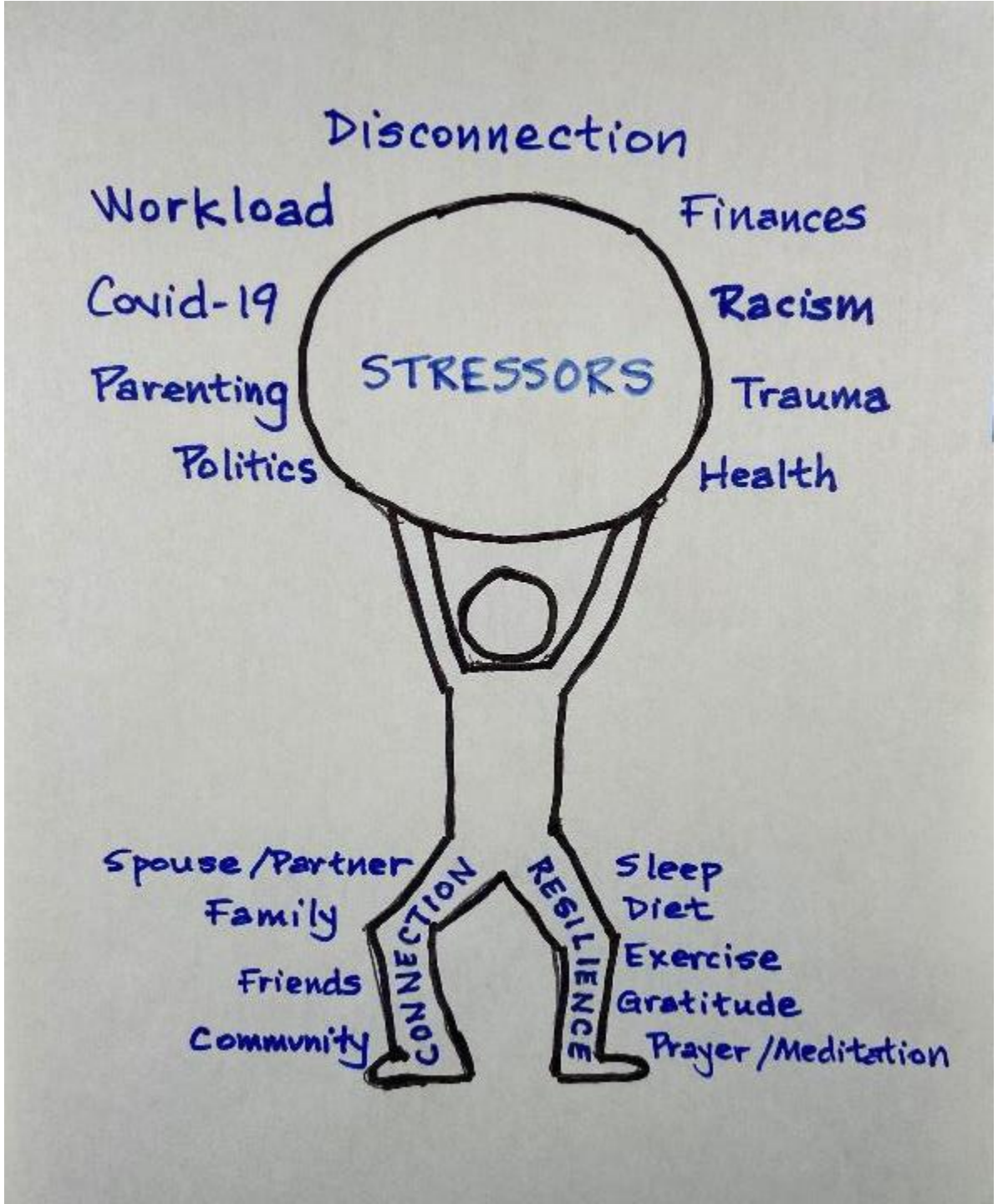
EXERCISE

Next steps:

- Rate each
- Drill down
- Discuss



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WHAT IS CONNECTION AT WORK?

Connection is a **positive bond**

based on **shared identity, empathy, and understanding**

that moves individuals toward group-centered membership.

Disconnection is anything less than a positive bond.

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7 UNIVERSAL HUMAN NEEDS AT WORK

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3 TYPES OF RELATIONAL CULTURES

Culture of **Control**

Culture of **Indifference**

Connection Culture

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CONNECTION CULTURE MODEL

Task Excellence + Relationship Excellence = Sustainable Superior Performance

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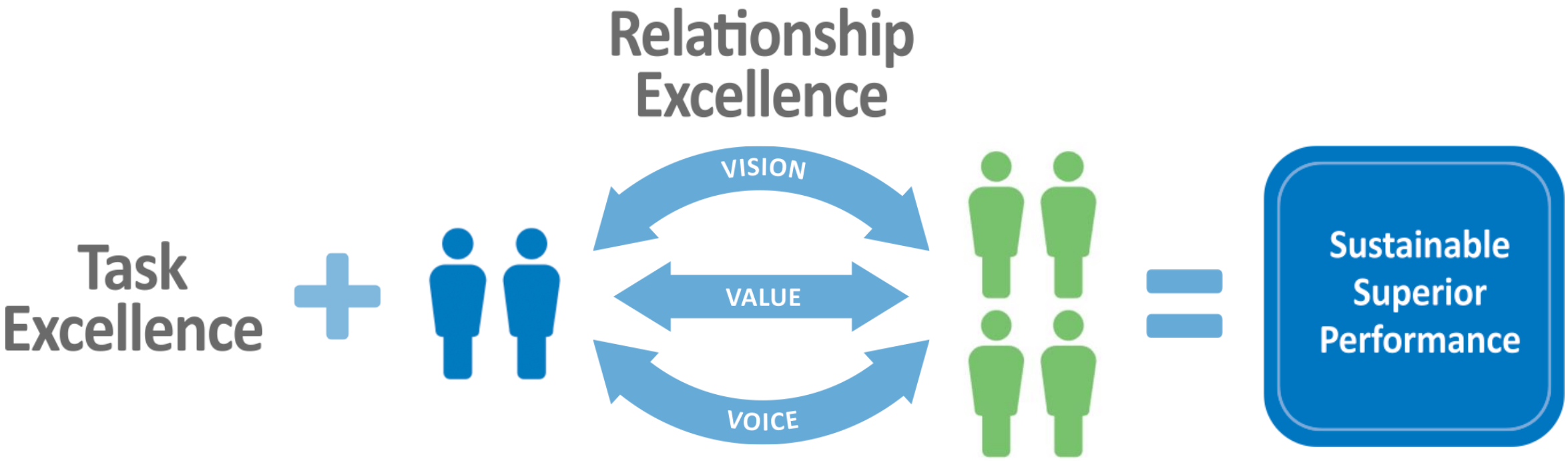
CONNECTION CULTURE MODEL



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VISION

When everyone in the organization is

motivated by the mission,

united by the values, and

proud of the reputation

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VALUE

When everyone in the organization

understands the needs of people,

appreciates their positive, unique contributions, and

helps others achieve their potential

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VOICE

When everyone in the organization

seeks the ideas of others,

shares ideas and opinions honestly, and

safeguards relational connections

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COSTCO

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INSTITUTE FOR HEALTHCARE IMPROVEMENT

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MEMORIAL SLOAN KETTERING

Memorial Sloan-Kettering Cancer Center

The Best Cancer Care. Anywhere.

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CONNECTING DURING THE PANDEMIC

- Develop a connection mindset
- Make sure all workers know they need connection and remote workers are especially at risk
- Never worry alone (amygdala → cortex)
- To serve is to live (helper's high)
- Count your blessings (gratitude)

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FREE RESOURCES

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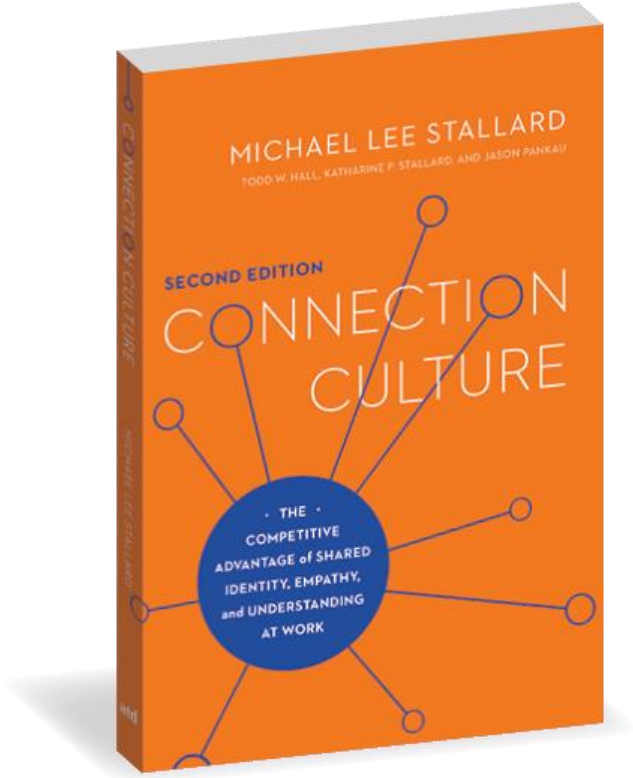
Email Katie@ConnectionCulture.com to receive:



- *90+ Ways to Connect* e-book
- Monthly email newsletter
- Sample chapter

www.ConnectionCulture.com

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