

How leaders can reduce
loneliness and build the most
socially connected remote teams
on the planet.

SPEAKERS



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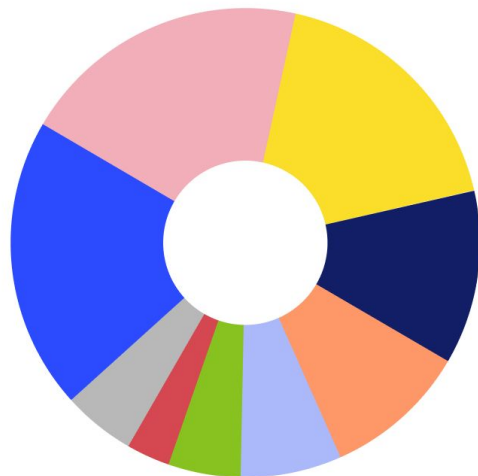
TODAY'S ROADMAP

- Let's Start with Why
- Understanding the Withhold Culture
- What is The Remote Employee Experience (TREE)
- Loneliness and the impacts of a disengaged workforce
- Three Arenas of Conversation
- Social Connection Game Demo: “The Google Game”

Let's Start with Why

Let's Start with Why

What's your biggest struggle with working remotely?



20% Collaboration and communication

20% Loneliness

18% Not being able to unplug

12% Distractions at home

10% Being in a different timezone than teammates

7% Staying motivated

5% Taking vacation time

3% Finding reliable wifi

5% Other

“When we're lonely, we feel invisible.
One of the most powerful ways to fight it
is to help others feel seen.”

- Adam Grant

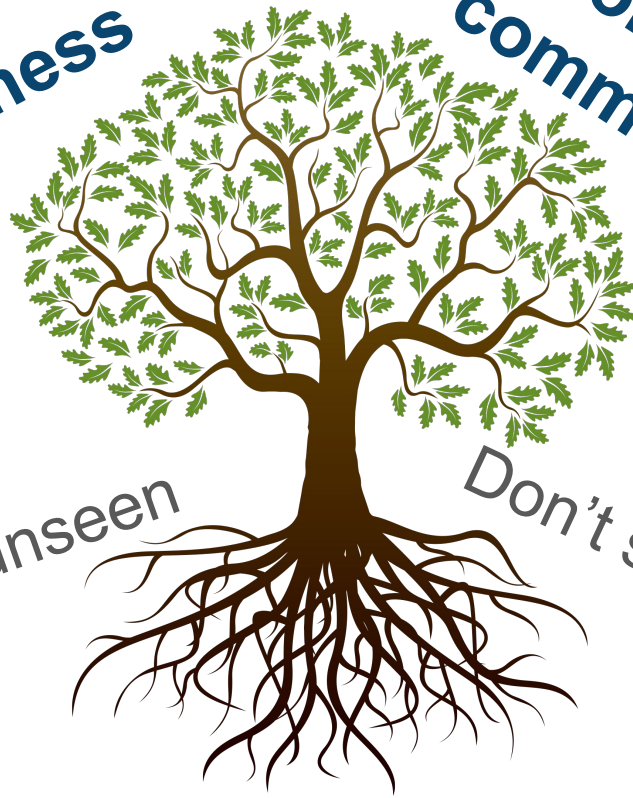
Leaders are responsible for creating an environment that is safe for people to feel seen.

Loneliness

Poor
collaboration/
communication

Feel unseen

Don't speak up



“Withhold Culture”

“True collaboration is impossible when people don’t trust one another to speak with candor.”

“Lack of candor contributes to longer cycle times, slow decision making, and unnecessarily iterative discussions.”

- Keith Ferrazzi, HBR Contributor

Leaders are responsible for creating an environment that is safe for people to speak up.

In Withhold Culture, people...

- feel unseen, therefore are lonely.
- speak up less, therefore experience poor communication/collaboration.

Loneliness

Poor
collaboration/
communication

Feel unseen

Don't speak up



“Withhold Culture”

Let's start with why

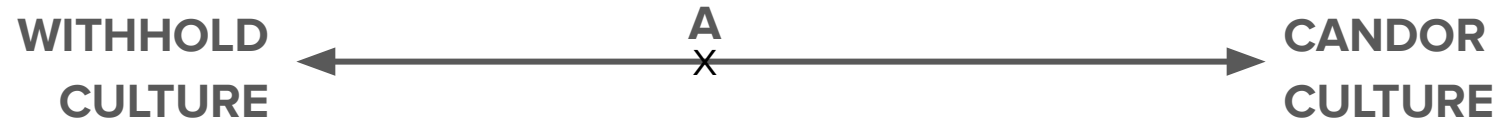
TWO BIGGEST STRUGGLES:	LONELINESS	COLLABORATION + COMMUNICATION
RESEARCH SHOWS:	People feel unseen.	Low capacity for candor.
UNDERLYING ISSUE:	“WITHHOLD CULTURE”	

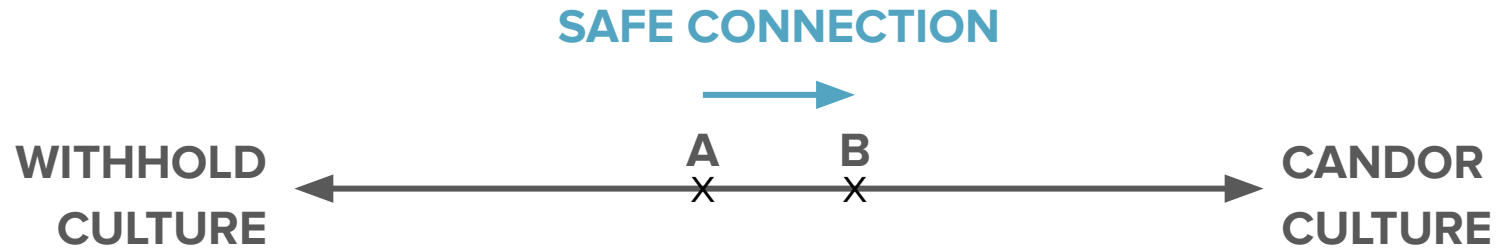
Withhold Culture

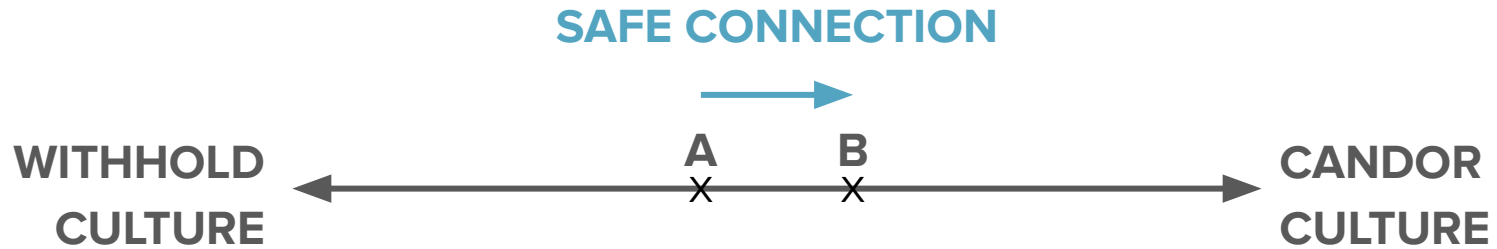
**WITHHOLD
CULTURE**



**CANDOR
CULTURE**







+ INNOVATION

+ PRODUCTIVITY

+ TALENT RETENTION

Key takeaway...

As leaders, by not taking responsibility to maximize safe connection, you are eroding innovation, productivity, and talent retention, and therefore stealing from shareholder value.

The Remote Employee Experience (TREE)

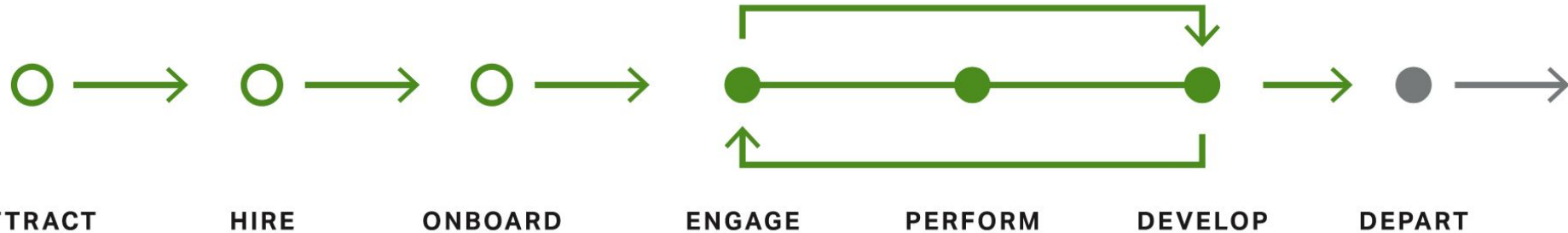
The employee experience

The employee experience is the journey an employee takes with your organization. It includes all the interactions an employee has with your organization before, during and after their tenure.

- Gallup

The employee life-cycle

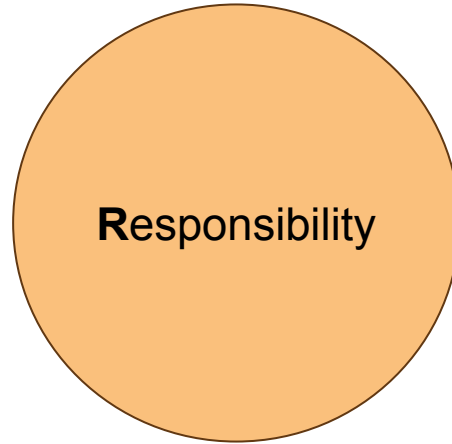
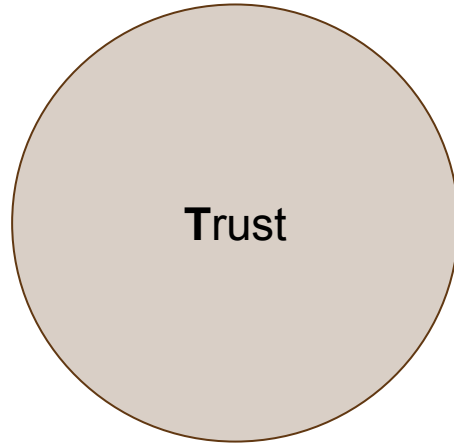
PURPOSE, BRAND, CULTURE



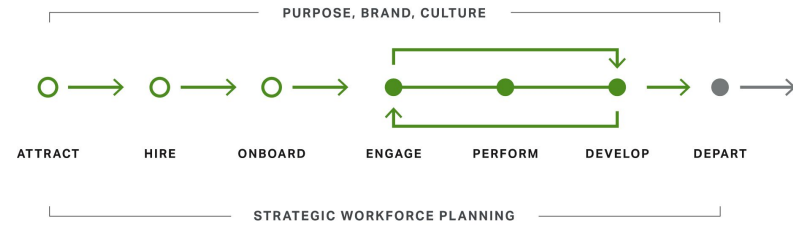
STRATEGIC WORKFORCE PLANNING

-Gallup

The Remote Employee Experience (TREE)



Employee Experience



Loneliness and the impacts of a disengaged workforce

What is Loneliness?

.. is a complex set of feelings that occurs when intimate and social needs are not adequately met.

Physical Impacts of Loneliness and isolation

- As bad for your health as smoking 15 cigarettes a day
- As dangerous as being an alcoholic
- As harmful as never exercising
- Twice as dangerous as obesity

Loneliness' Impact on the Workplace

- Lonely workers take double the number of sick days a year compared with non-lonely workers
- Reduces job and task performance
- Shows decline in executive functions such as reasoning and decision making
- Employees with best friends at work are **seven times** as likely to be engaged in their jobs
- Decrease in the willingness to communicate and collaborate with team members - a degree of engagement goes down

What is an engaged employee?

An engaged employee “shows up,” physically, emotionally and cognitively.

Employee Engagement through Candor

Employee Engagement

Well-designed employee engagement systems include **critical** and continual experiences that drive performance and **improve culture** by addressing role clarity, **meaningful** feedback, **belonging**, learning and progress.

Candor

In research of over 50 large companies we identified “**observable candor**” as the behavior that **best predicts high-performing teams**.

Why engagement matters?

- **Disengaged employees cost US companies approx. \$550 billion a year** resulting from turnover, absenteeism, burnout, low levels of wellness (*The Engagement Institute*)
- **Highly engaged teams show 21% greater profitability** (*Gallup*)
- **Highly engaged business units achieve a 10% increase in customer ratings and a 20% increase in sales** (*Gallup*)

Three Arenas of Conversation

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INFORMATIONAL

Exchanging **facts and data**

PERSONAL / EMOTIONAL

Thoughts or feelings about something in the **past or future**

RELATIONAL

Thoughts or feelings between **us** in this **present moment**

Three Arenas of Conversation

INFORMATIONAL

Exchanging **facts and data**

Example:

I have one younger brother. I recently moved to Victoria, Canada in a van. I'm going on a date in Salt Spring Island this weekend.

PERSONAL / EMOTIONAL

Thoughts or feelings about something in the **past or future**

Example:

Living in a van has been stressful, lonely, and frustrating. I'm grieving leaving home. I'm feeling excited, nervous, and giddy about the date.

RELATIONAL

Thoughts or feelings between **us** in this **present moment**

Example:

Right now in this moment while in connection with you, I am feeling... and thinking...

Three Arenas of Conversation

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Where **CONNECTION** happens

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RELATIONAL

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Most work conversation

+

Most team building activities

Where **CONNECTION** happens

Leaders are responsible for intentionally creating **personal** and **relational conversation**.

Social Connection Game Example: “Google Game”

Google Game

If someone were to type a search term into your memory, what stories or associations would come up? In small groups, one person will be the “SEARCH ENGINE” and the others will be the “GOOGLERS.”

1. GOOGLER's ask the SEARCH ENGINE, “if I were to Google you and ____ what would I find?” Examples: music, sports, fear, remote work, social justice, hobbies, dreams, etc.
2. Option to double-click or search a new term.
3. After 5-minutes, GOOGLERS share, “While listening to you, I noticed...” and/or “I felt you most when...”

Google Game

Informational & Emotional

1. Groups of 3-4; one person is the SEARCH ENGINE
2. GOOGLER's ask the SEARCH ENGINE, "if I were to Google you and ____ what would I find?"

Relational

3. After 5-minutes, GOOGLERS share, "While listening to you, I noticed..." and/or "I felt you most when..."

Zoom Instructions (copy & paste)

“THE GOOGLE GAME”

INSTRUCTIONS:

You are going to take turns "Googling" each other. If someone were to type a search term into your memory, what stories or associations would come up? One person will be the “SEARCH ENGINE” and the others will be “GOOGLERS.”

0. Whoever ate vegetables most recently is the first SEARCH ENGINE.
1. GOOGLERS asks the SEARCH ENGINE, “if I were to Google you and ____ what would I find?”
*Examples: puppies, travel, fear, grief, gratitude, hobbies, dreams, romance, etc.
2. SEARCH ENGINE replies with a personal story, memory, feeling, etc.
3. GOOGLERS have the option to double-click on a word or Google something else until the time is up.
4. Stop after 5-mins. GOOGLERS each share “While listening to you, I noticed...” and “I felt you the most when...”
5. Switch roles! SEARCH ENGINE picks who is next.

*SEARCH ENGINES can pass on any question!

Key Takeaways

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1. Loneliness and collaboration/communication are the biggest struggles of remote work.
2. Leaders are responsible for creating psychological safety by intentionally creating personal and relational conversation.
3. Leaders are responsible for ensuring that The Remote Employee Experience (TREE) is at the forefront of strategic planning.

Thank you