



Connection Matters

How to build connection and engagement throughout the employee lifecycle



Speakers



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Audience Question:

**Is your organisation helping you build
better connections at work?**

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Audience Question:

**What does your personal workplace
look like today?**

Remote? In-Office? Hybrid?

2023: Ever changing way of work



A Hybrid Workforce

9 in 10

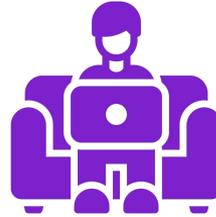
"...remote-capable employees prefer **remote flexibility**, and 6 in 10 prefer **hybrid work**"—making it more challenging to **connect**.
-Gallup



Historically Low Unemployment

3.5%

The **War for Talent** is raging — **unemployment** rate fell to match the **lowest** level in the last 13 years."
- ABS



The Great Reshuffle

1 in 5

"...workers say they are likely to **switch jobs** in the next 12 months"
— joining 50 million who changed jobs in 2021.
- PWC



A Crisis of Belonging

51%

"...of employees who left their job in the past six months say they **lacked a sense of belonging**, and 46% cited the desire to work with people who trust and care for each other as a reason to quit."
- McKinsey



Ever-changing Way of Work

The types of struggles employees face have morphed many times since March 2020.

With even more changes expected with what we are seeing in the economy, there are many questions going through leaders heads on how to create a status-quo as best as possible.

One of the biggest struggles we've heard across the board is the sense of connection and community.

Audience Question:

What does connection mean to you?

The Buzz on Human Connection



“Employee disconnection is one of the main drivers of voluntary turnover, with **lonely employees costing U.S. companies up to \$406 billion a year.**”

Adam Smiley Poswolsky
Best-selling author



“**Connection is why we’re here;** it is what gives purpose and meaning in our lives.”

Brené Brown
Best-selling author



“**Social capital is a building block** that ultimately leads to that connection, that innovation, and that sharing of ideas.”

John Parsons
Senior Partner, McKinsey & Company

Understanding Connection

Working Definition:

Relationships — with people, ideas, and information — that help people get work done and feel they're part of something meaningful.





Connection within teams

What it is:

An individual's relationship with their manager and teammates

What it does:

- Helps individuals contribute effectively to the team
- Builds organisational agility
- Encourages belonging, trust, and acceptance



Connection across teams

What it is:

Individual and team relationships with people and teams across the organisation

What it does:

- Boosts collaboration
- Builds organisational agility
- Enhances people's sense of community and belonging



Connection with the organisation

What it is:

An individual's bond with the organisation's mission, goals, strategy, culture, and purpose

What it does:

- Improves org agility, employee engagement, and customer satisfaction
- Helps satisfy people's need to be part of something meaningful

Why is enabling connection so hard?



**Definitional
Confusion**



**Unprecedented
Environment**



**Overwhelm &
Burnout**



Social Division



The Economy

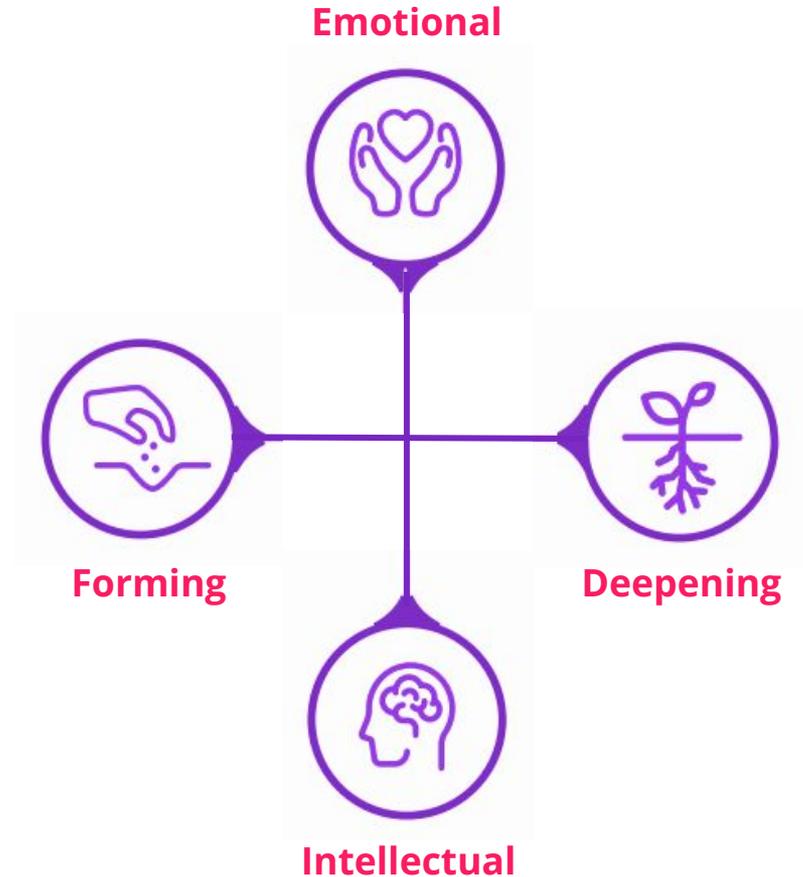
Organisations can ditch the assumption that bringing people together is the only way to build connection.

Physical proximity ≠ connection.



There's no one-size-fits-all

A new model for connection across the employee journey includes **emotional vs. intellectual connection** and **forming vs. deepening connection**.



Audience Question:

Who feels more productive at work when you are connected to your colleagues?

94%

I am more productive at work when
I feel connected to my colleagues.

Can connectedness actually drive better business results?

When compared to employees who didn't feel actively connected to their workplace, connected employees were:

4.5x

more likely to answer "strongly agree" that their workplace is more collaborative

3x

more likely to say that their workplace keeps them engaged

5.5x

more likely to report that their workplace motivates them to go above and beyond their job responsibilities

7x

more likely to agree that their company encourages innovation

3.5x

more likely to say that their company is a great place to work and would recommend it to others

2x

more likely to consider their company inclusive



Office (noun)

of·fice | \ 'ä-fəs

A place for human connection.

The new office perk is being in the office to collaborate and connect with coworkers.

60% of all survey respondents felt that the most valuable aspect of working in-office was the ability to have spontaneous interactions with coworkers.

Connection at Work Comes from Peers

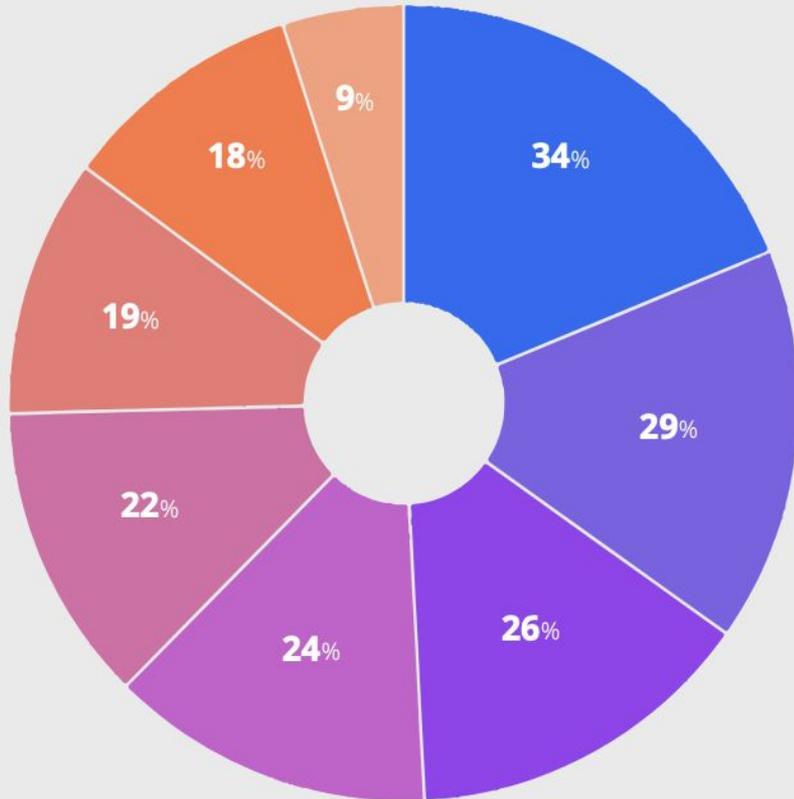


**What KEEPS employees from
feeling connected?**

Audience Question:

What are some roadblocks that prevent employees from feeling connected?

Top Reasons Employees Feel Disconnected



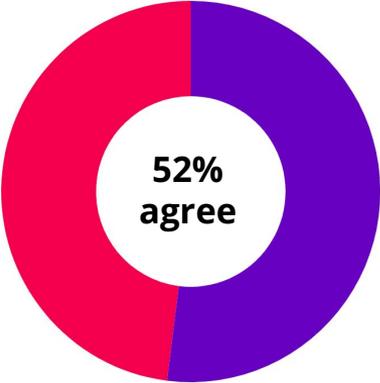
Different personalities/workstyles are the main reason employees feel disconnected

- Different personalities/workstyles from coworkers
- Manager doesn't provide much support
- Lack of transparency about big decisions
- I choose not to get involved
- My coworkers and I have different social identities
- I work remotely and it's difficult to get to know my coworkers
- There aren't company-sponsored events/opportunities
- The onboarding process didn't include opportunities for me to connect

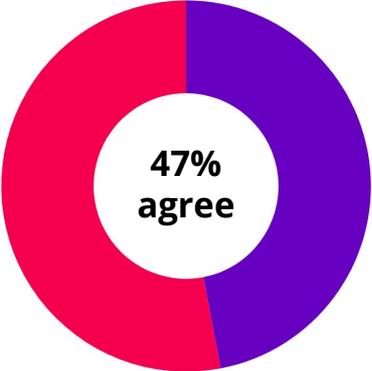
* participants were asked to select all that applied

Managers Have Narrow but Powerful Impact

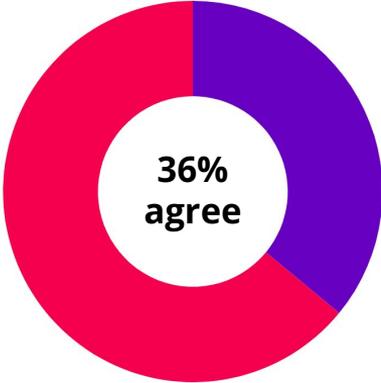
"I'm currently struggling to provide enough human connection for my direct report(s) and/or team."



Full-time in-office managers



Hybrid managers



Fully remote managers

As you're looking to help your employees transition to the new way of work keep these key principles in mind:

⚡ CONNECT

Employees are hungry to feel more than a superficial connection to their peers and workplaces. We need to focus our efforts into creating an environment where **our people can establish genuine relationships and feel a true sense of belonging**

⚡ ENGAGE

Engagement means much more than custom T-shirts and coffee mugs: **True engagement is bred from connection and ties into the greater purpose and mission of your organization.** People are happier and more productive (i.e. they're more engaged) when they feel a greater sense of connection.

⚡ GROW

Our employees want to grow, both personally and professionally. Making room for them to form meaningful relationships helps ensure they'll be successful in reaching their individual and corporate goals. (Remember: 71% of employees agreed that to learn something new or change their thinking, they need to discuss it with someone first. **People need people to learn and grow.**)



The Human Connection Platform



Easily build and deliver a more human-centric employee experience



Cut through the noise, drive action, and engage your people



Create better human connections across the entire employee journey

Q&A

Thank you!