

CONNECT!

**Building a Culture of Teamwork
For Engagement, Happiness,
and High Performance**

Barry J. Moline



Warren Buffet



***Key characteristic of every
successful business & organization***



***“I remember how they made me feel,
and that’s why I keep going back”***



#1 Ingredient for Success:

Communicating and Getting Along with Others

- Business and organization success
- Why people advance in their career
- Key to happiness





Google



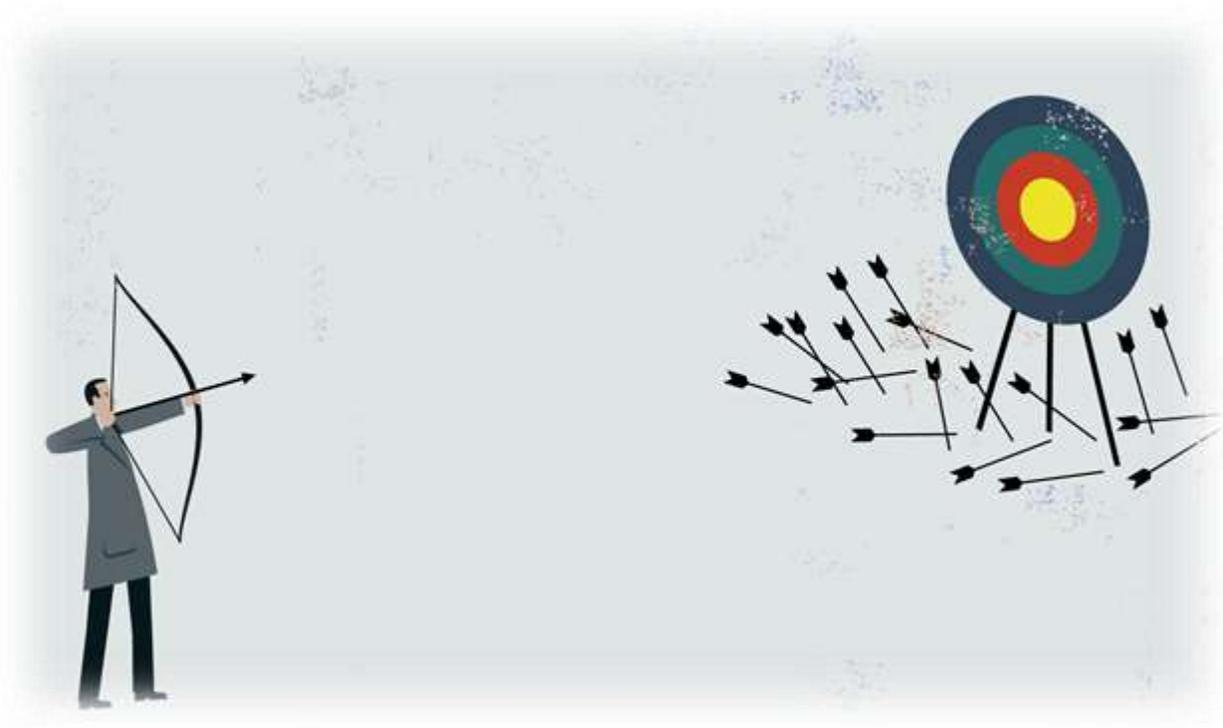
Extensive Analysis

- Friends
- Young workers
- Older employees
- Mix of young and old
- Strangers
- Same gender
- Mixed gender
- Same interests
- Random interests
- Racial diversity



Tried Everything

Nothing worked



Best Teams

Team members spent time catching up

How was your vacation?

How was your weekend?

Milestones

Supported each other
after tough events



Higher Productivity

Why?

**People liked each other &
wanted to go a good job *for each other***

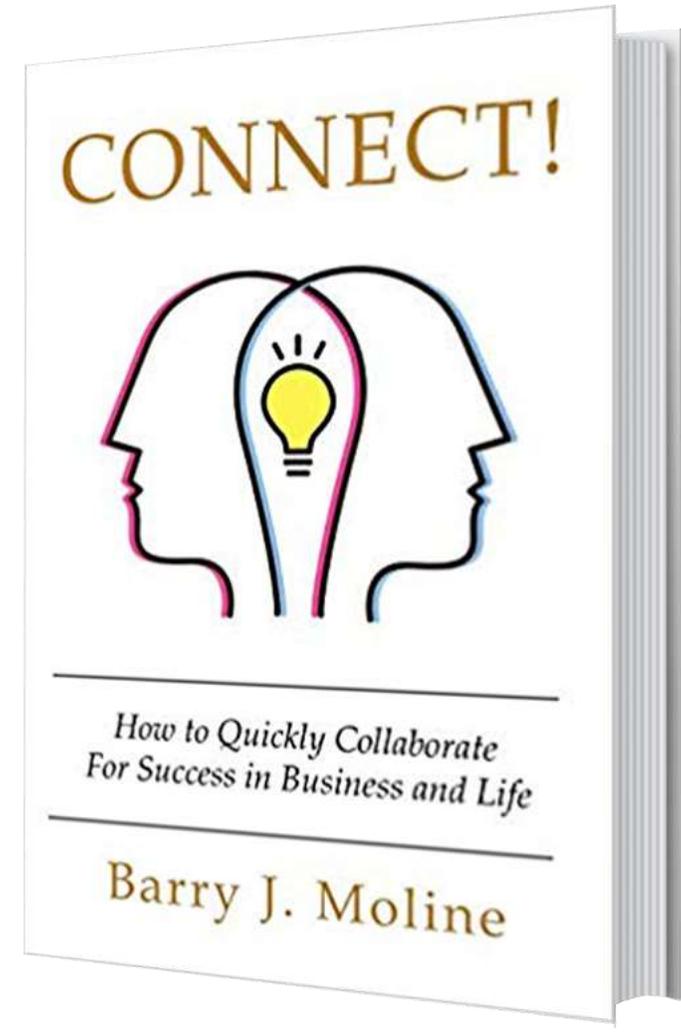
Secret to Great Teams:

People getting to know each other



Asked a Question

**Does anyone
get along
anywhere?**



Why Don't More Organizations Focus on Connecting Their People?

1. They don't know
benefit to productivity

2. They don't know
how to do it



Benefit of Connecting & Including: Higher Productivity

Connect: 84%



12x

Don't Connect: 7%

Which do you want to be?

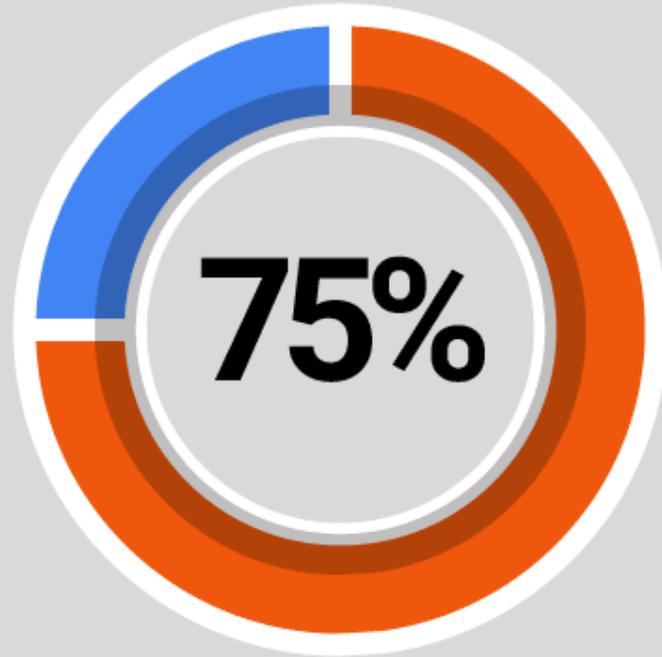


New Problem: Turnover

- Labor shortage
- Examining their workplaces



Rejecting Poor Workplaces



**Workers leave
jobs because of
Bad bosses**

Only 22% mention money



Source: <https://news.gallup.com/businessjournal/106912/turning-around-your-turnover-problem.aspx>

Wrong Solutions



One Characteristic Stands Out



Connecting



Hard Skills

Teachable abilities or skill sets that are easy to quantify.

vs.

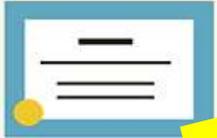
Soft Skills

Also known as "people skills" or "interpersonal skills."

Leadership Skills

你好吗?

Proficiency in a foreign language



Adaptability

Flexibility



Emotional Intelligence



Machine operation

Teamwork



Computer programming



Time Management



Today



In Conclusion...

Ingredients for Great Culture

- 1. Promote your purpose at every level**
- 2. Check in regularly**
- 3. Help the team connect to each other**



You Do This Already!

What can you add?



Warm Ups



Ice Breaker



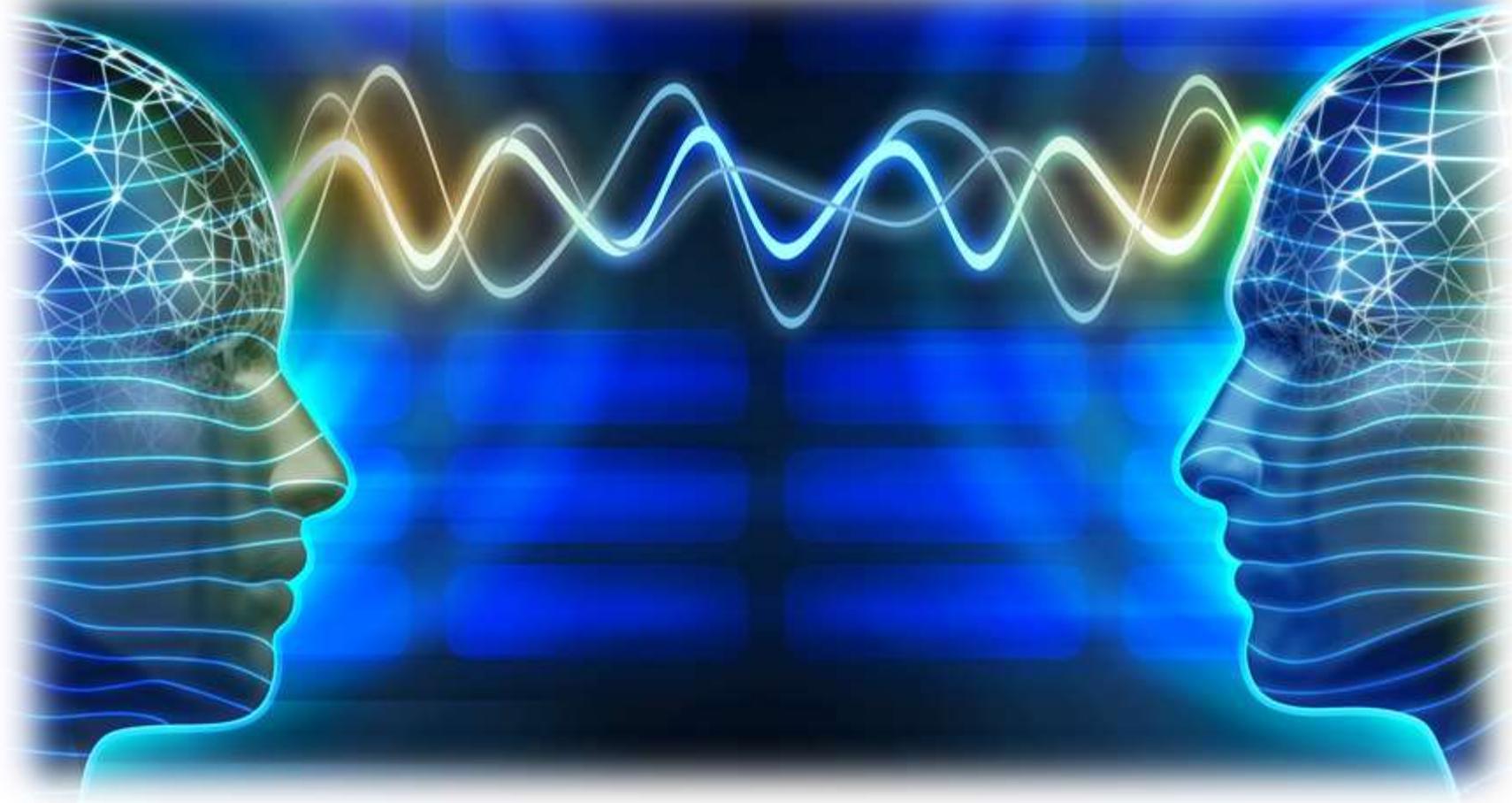
Ice Breaker / Warm Up

***What was your most
unusual job?***





Mind Reader?



One Morning...



Barriers

We're not that nice to each other



Growth of Screens



Impacts Our Families



Impacts Our Friends



Impacts the Next Generation



Question...

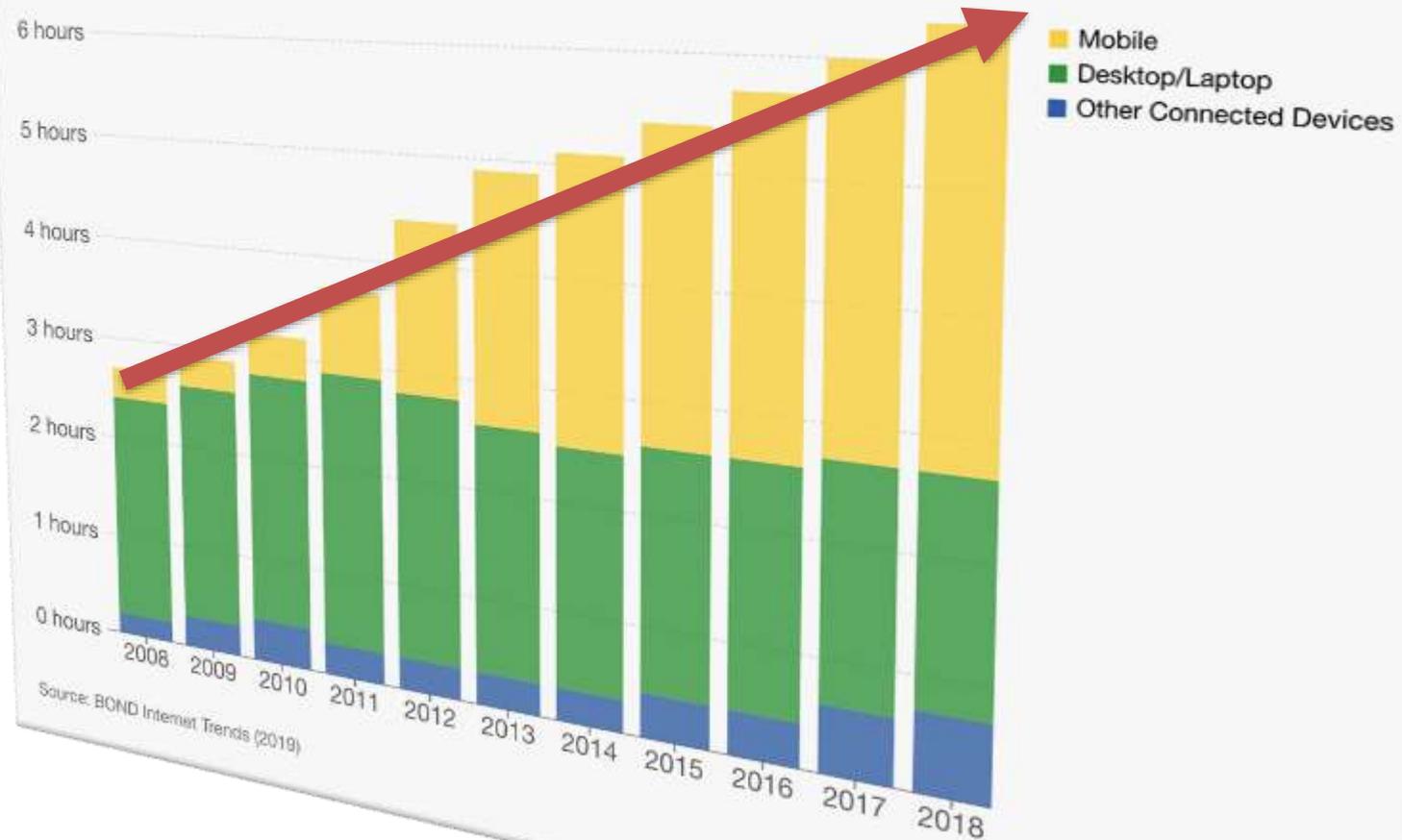


Screen Time Growing

Daily hours spent with digital media, United States, 2008 to 2018

Our World
in Data

Average hours per day spent engaging with digital media (e.g. digital images and videos, web pages, social media apps, etc.) The data for 'other connected devices' includes game consoles. Mobile includes smartphones & tablets. All data includes both home & work usage for people 18+.

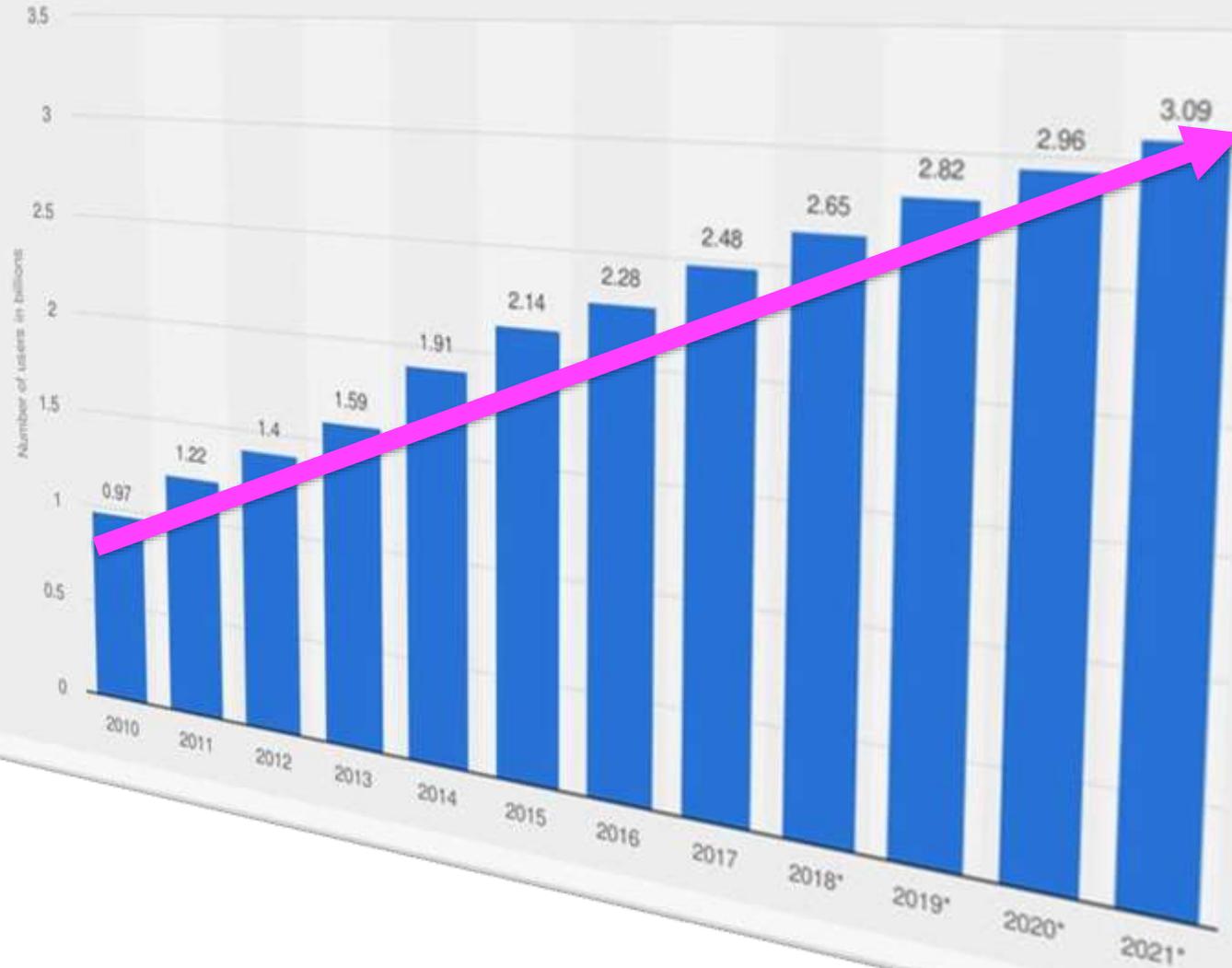


Source: BOND Internet Trends (2019)

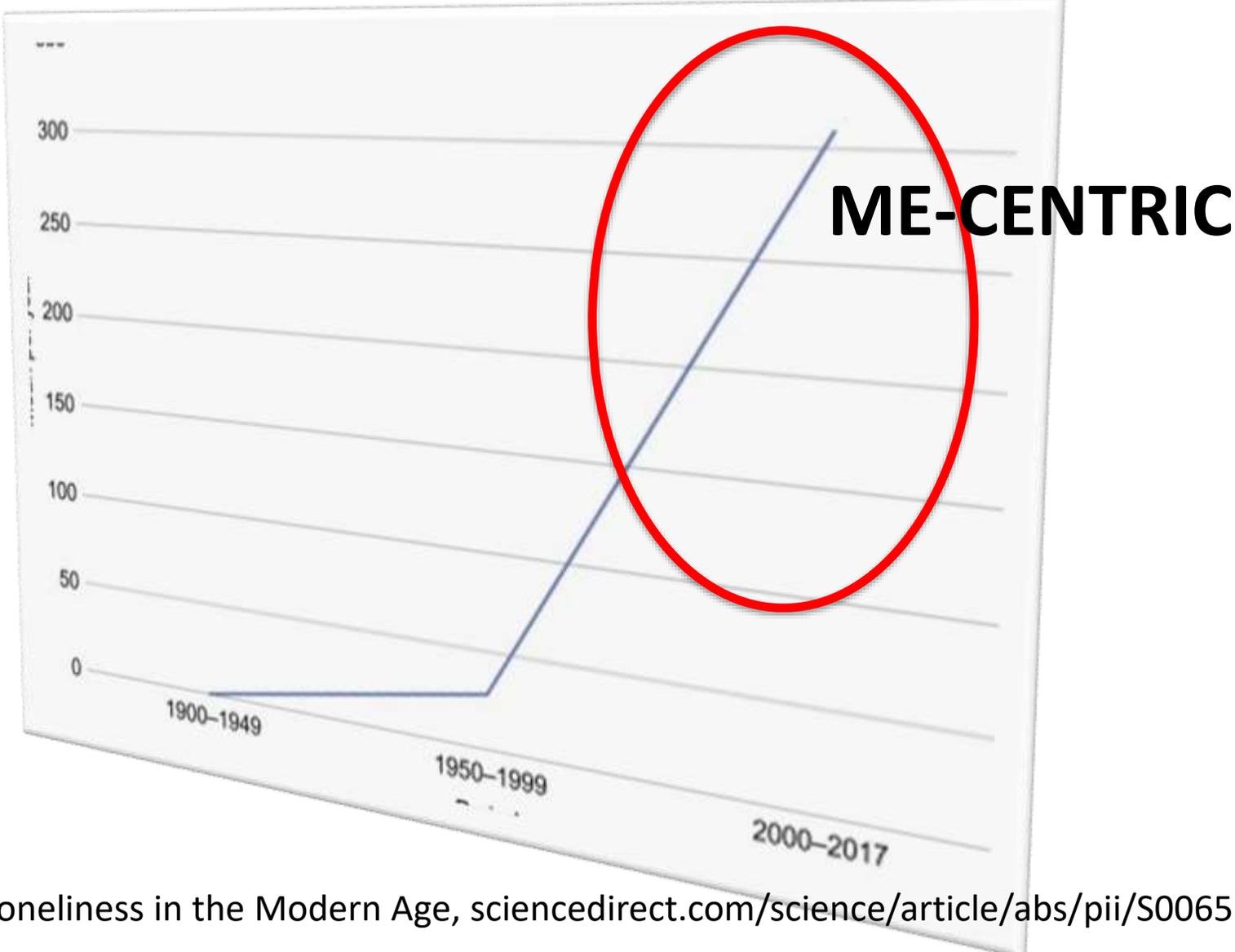


Social Media Growing

Number of social network users worldwide from 2010 to 2021 (in billions)

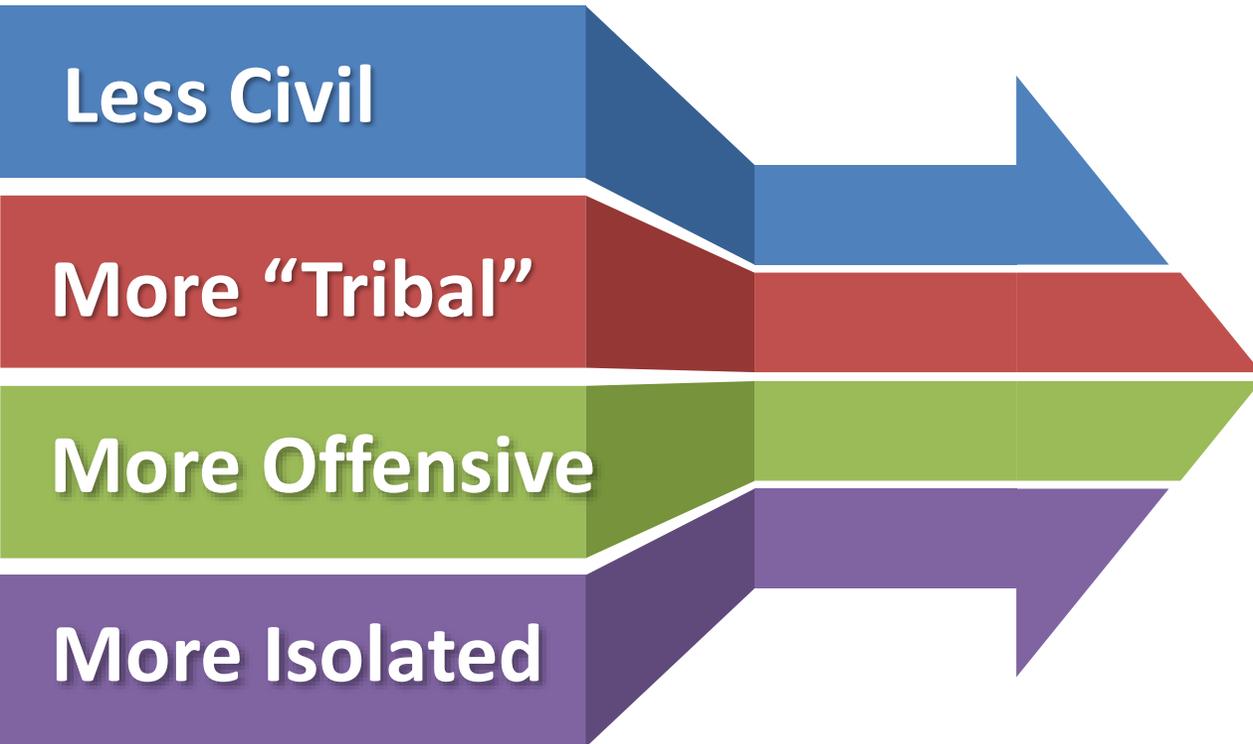


Loneliness Increasing



Source: Loneliness in the Modern Age, [sciencedirect.com/science/article/abs/pii/S0065260118300145](https://www.sciencedirect.com/science/article/abs/pii/S0065260118300145)

Decline in Civility



■ Guardian Newspaper Study

- 17 years
- Online comments nasty

(NBC News/Marist Poll, 2018)

Decline in Civility

- **42% of workers had political disagreements**
(Society of Human Resource Management, 2019)
- **74% say civility has declined**
(NBC News/Marist Poll, 2018)
- **Conflict creates workplace stress**





Time is Money

Employees spend 2.8 hours/week
dealing with conflict

(CPP Global Human Capital Report, 2008)

\$400 billion in wasted time

Set the Environment



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~~Teamwork~~

Nothing isn't everything, it's the only thing.

(Vince Lombardi)

Barry 😊

IZQuotes



When The Team is Not Working Well



The Solution

Share Personal Stories



What Can I Do?

- Focus on your world
- Influence what's around you
- Take action



Talking on a Train

- Ever ride a commuter train?



Take a Guess

- How many people would **be open** to a conversation?

50%



In Reality...

- How many people would **engage in** a conversation?

100%



People Want to Talk!

- There is a gap in our heads about chatting with people
- **People like to talk!**
- **Start up a conversation!**



Success Stories

Individuals and organizations who overcame difficult problems to improve collaboration



Oil Rig Turnaround

- **Ursa: Shell Oil Rig in Gulf of Mexico**
 - Worst safety record
 - Lowest output

“What the heck”



Why?

- **Why the bad safety & production record?**
 - Poor relationships with coworkers
 - Believed: seeking help made them appear weak
- **The strategy:**
 - Build Trust
 - Ok to say “I don’t know”



Shared Their Backgrounds

- **Roughnecks got together & shared stories about their lives**
 - Started liking each other
 - More comfortable working together & asking for help
- **Result:**

Turned the worst rig for safety and production into the best



Teamwork Doesn't Happen by Accident



You Want Some Excitement



Sometimes Things Don't Go So Well



Uh Oh



Teamwork Requires Commitment



Utility Silos Created Lengthy Power Outages



Greater Connection Benefits Society



**If you give a good idea to a mediocre team,
they will screw it up.**

**If you give a mediocre idea to a brilliant team,
they will come up with something better.**

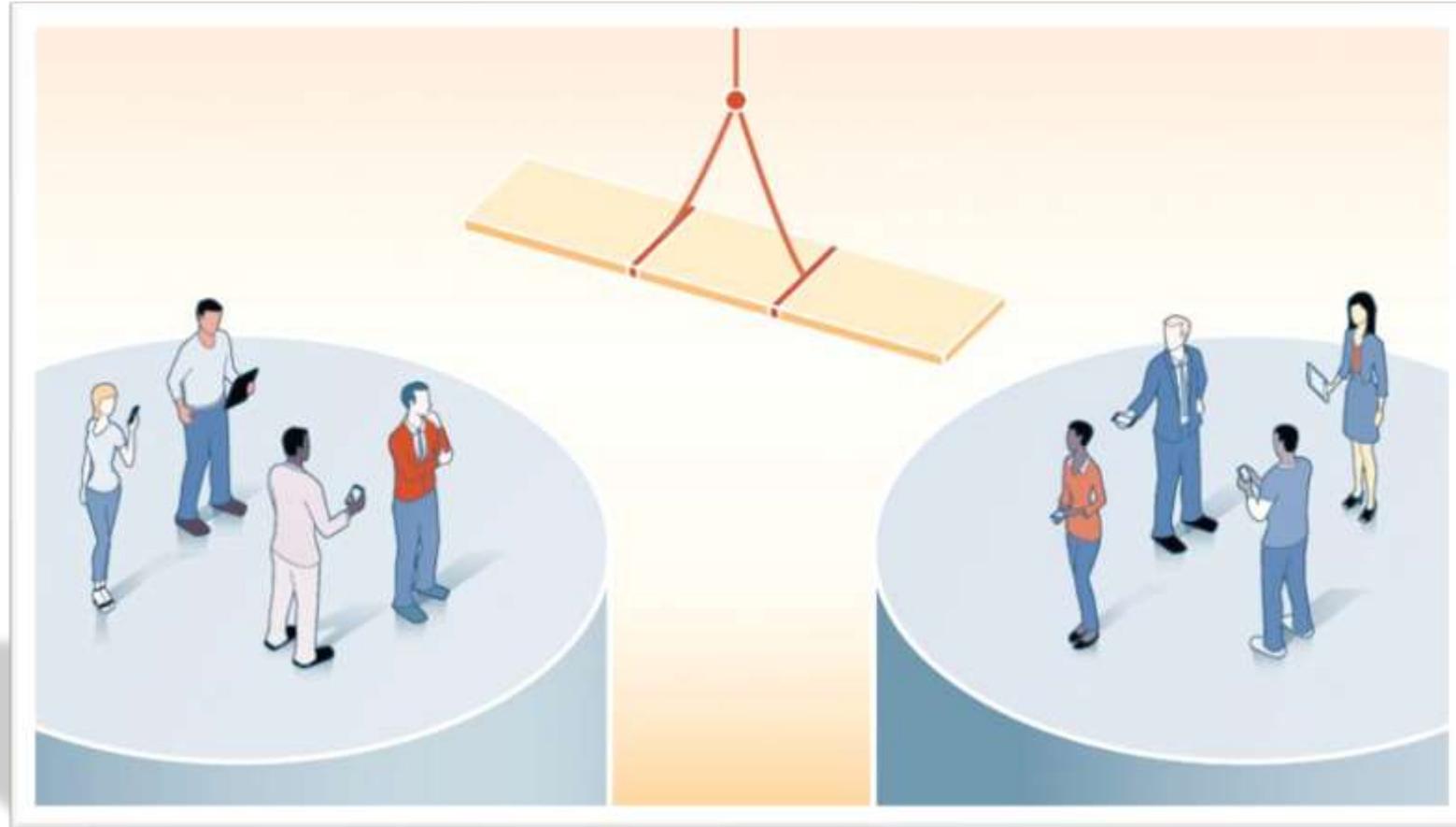
Ed Catmull, CEO of Pixar

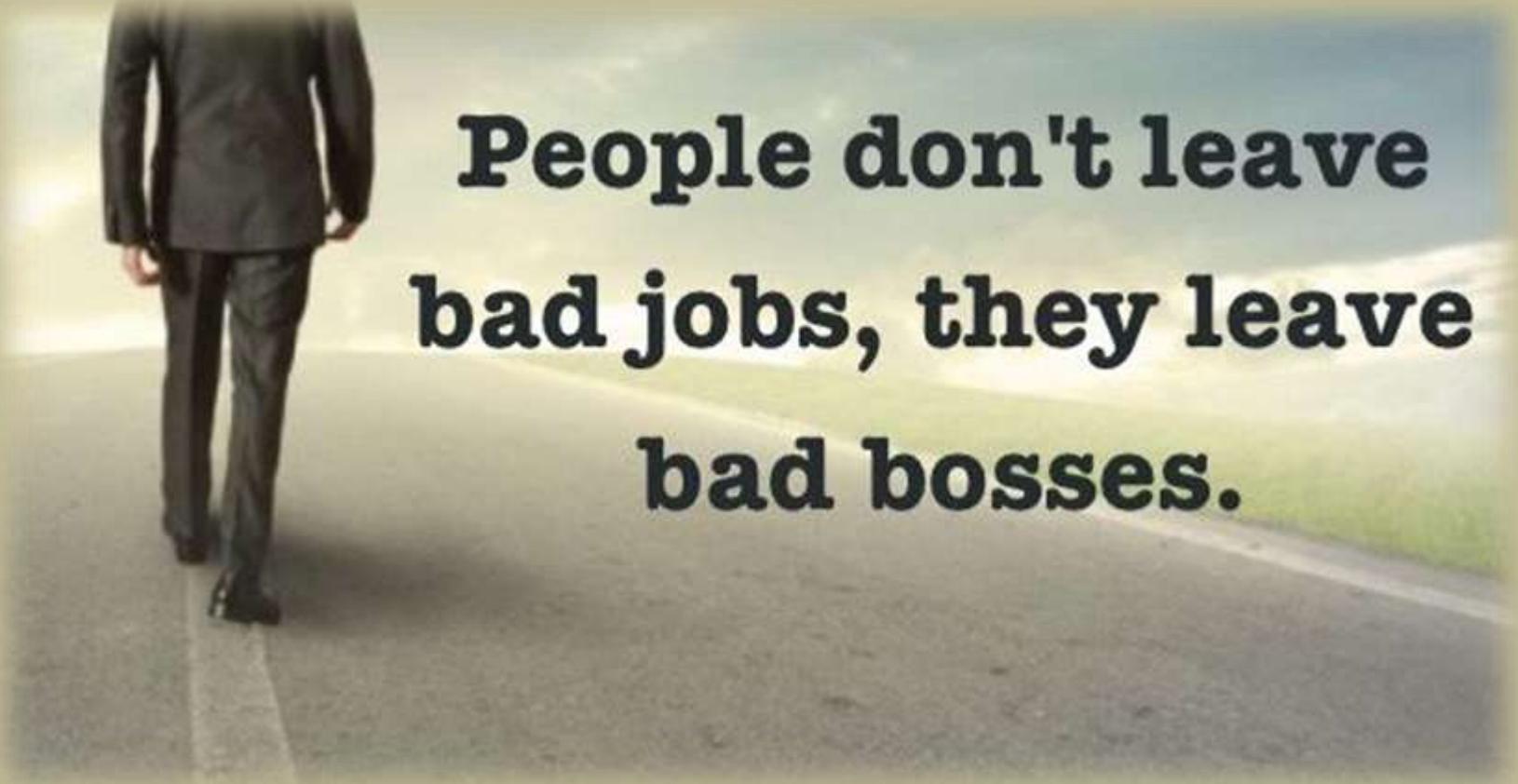


Why Invest in Connecting People?



Breaks Down Silos



A person in a dark suit is walking away from the viewer on a paved road that stretches towards a bright, hazy horizon. The scene is captured from a low angle, emphasizing the path ahead. The overall mood is one of departure or a journey towards a new beginning.

**People don't leave
bad jobs, they leave
bad bosses.**



Corollary:
People stay at jobs when they have a good boss...

...and where they have good connections



Reduces Turnover

Enhances Job Satisfaction*

What Managers Say

1. Good wages
2. Job security
3. Growth opportunities
4. Good working conditions
5. Interesting work
6. Loyalty to workers
7. Tactful discipline
8. Appreciation for work done
9. Empathy on personal issues
10. Feeling "in" on things



What Employees Say

1. Appreciation for work done
2. Feeling "in" on things
3. Empathy on personal issues
4. Job security
5. Good wages
6. Interesting work
7. Growth opportunities
8. Loyalty to workers
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10. Tactful discipline



If you want to go fast, go alone.
If you want to go far,

GO TOGETHER.

African Proverb



Successful Methods

Immediately connect for maximum engagement and high performance



Ice Breaker



Ice Breaker / Warm Up

What were you doing

10 years ago

20 years ago, and

30 years ago?

barrymoline.com/resources



Successful Methods

How do you do it?



Quick Engaging Questions

- **Where are you from?**
 - What's it like? Tell me about it...
- **Why did you move here?**
- **School?**
- **Activities?**
- **Hobbies?**
- **Tried it myself...**



These Always Work

- **On the job...**
 - Working on now?
 - Challenges?
- **Retired or not sure...**
 - What's got your attention?



Conversation Sparkers

- **Streaming?**
- **Podcasts?**
- **Music?**
- **Best part of your weekend?**
- **Anything good happen recently?**
- **Vacation plans?**
- **Last vacation?**



Remember, Be Like Google

- Catch up with each other
- Ask for ideas or advice
- Builds trust, shows vulnerability, models teamwork

Google



Best Methods for Employee Engagement

- **CEO speech? Facetime with the C-Suite?**
 - Good for mission/vision
 - No lasting impact
- **Better:**
 - Frequently Connect to Purpose
 - What we do to accomplish mission
 - How our department contributes



Purpose Leads to Engagement

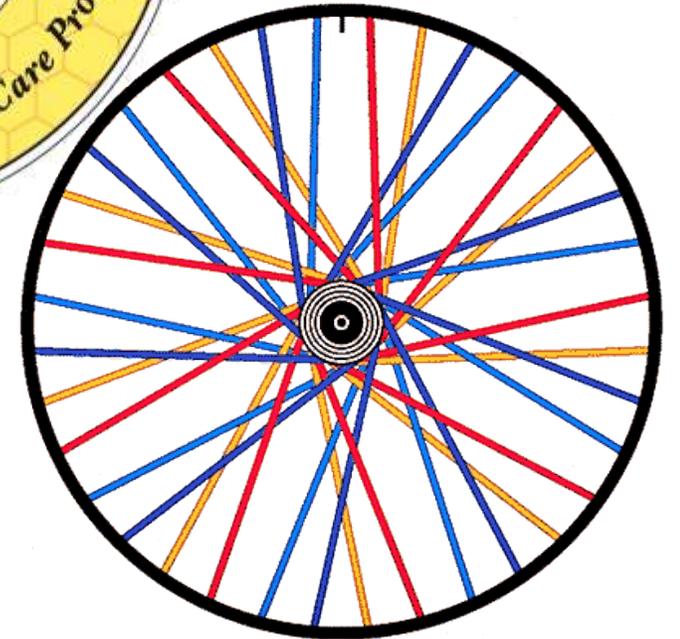


Purpose is an “Additional Employee”

- 24/7
- No salary

We all want to be relevant

**Connecting to Purpose
Gives us Significance**



Fastest Way to Engage Employees

- **“Checking in”**
 - A few minutes a week with direct reports
- **How much time?**
 - 10 minutes or less
 - 2 minutes can be enough
- **Just ask, “How’s it going?”**



Valuable Benefit – Overcoming Bias

- **We all have unconscious bias**
 - More we know each other, greater our respect
- **We come from different backgrounds**
 - Understand differences



Confession

- I'm not a great listener
- Better way to “listen”
 - **Be curious**
 - Hmm...
 - Interesting...
 - Wow...
 - Tell me more...
- **Great tool: Repeat last few words**
 - Keeps people talking



Stop Competing!

- **Not a Competitive Conversation**
 - No “one-upping”
 - Focus on the other person
- **Listen Reflectively**
 - Ask follow-up questions
 - Talk less than half the time



Culture = Personality

What kind of personality do you want?

Siloed

Competitive

Untrustworthy

Teamwork

Collaborative

Trusting





Clients do not come first.
Employees come first.
If you take care of your
employees, *they* will take
care of the clients.

Richard Branson
Founder, Virgin Group



Naysayers

“We don’t need this touchy-feely stuff”

If you do nothing, you’ll get
what you’ve always got

**Do you want to be an
organization with
high or low productivity?**



Advanced Ice Breaker / Warm Up



1



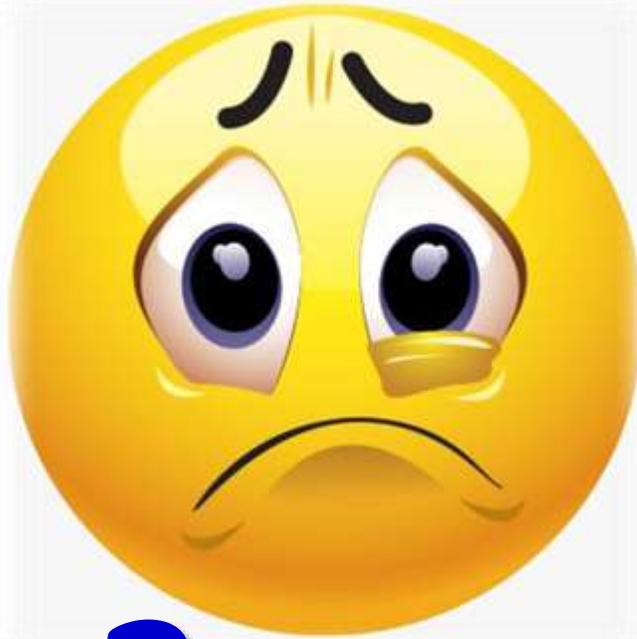
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1



2

3



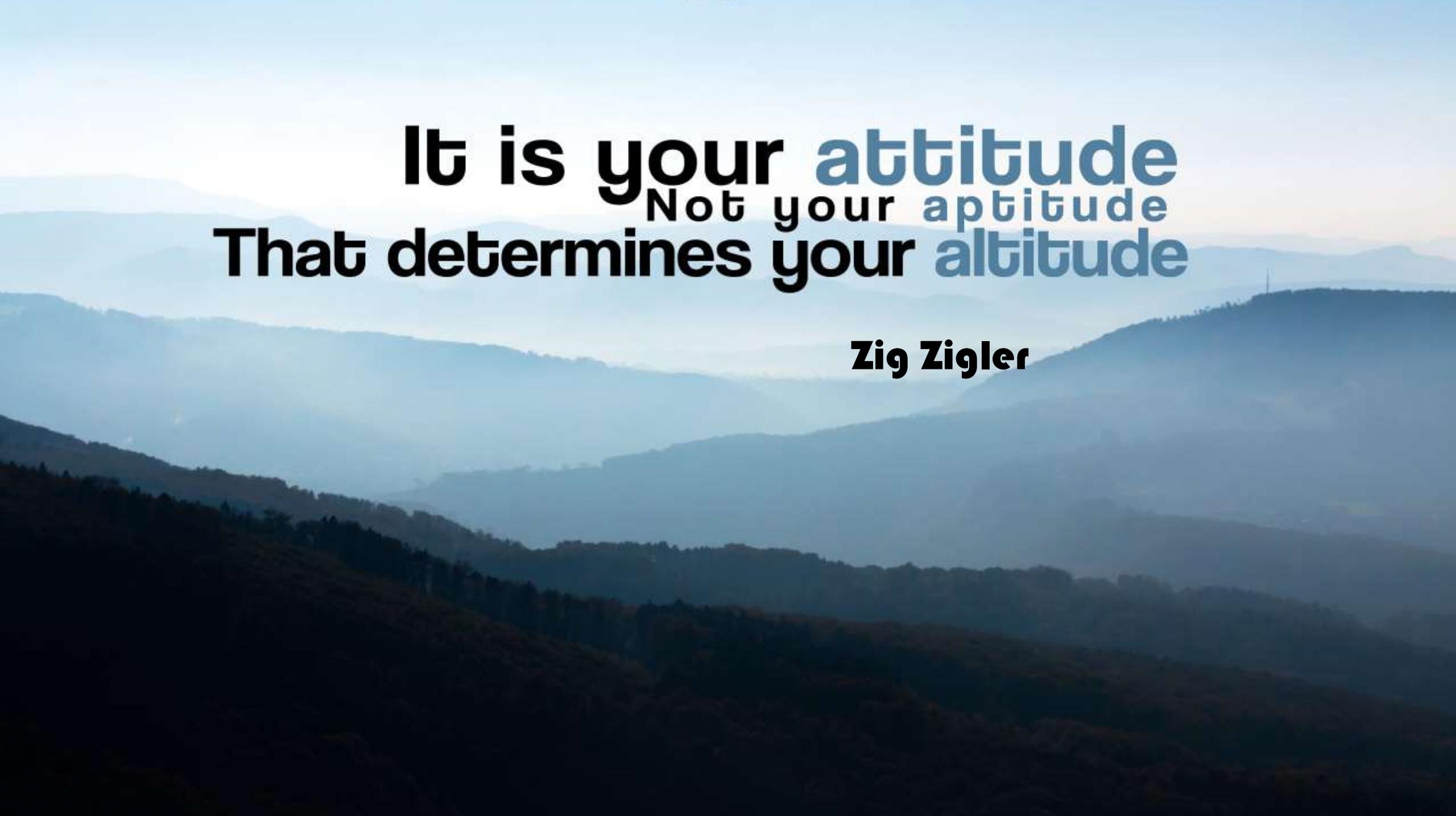
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2

3





It is your attitude
Not your aptitude
That determines your altitude

Zig Zigler

People Like to Be Around Positive People

- “Emotional Contagion” *
 - Chameleon Effect
 - **Good or bad attitude rubs off on others**
 - “Doug & Debbie Downer”

* <https://www.happinesslab.fm/season-1-episodes/make-em-laugh>

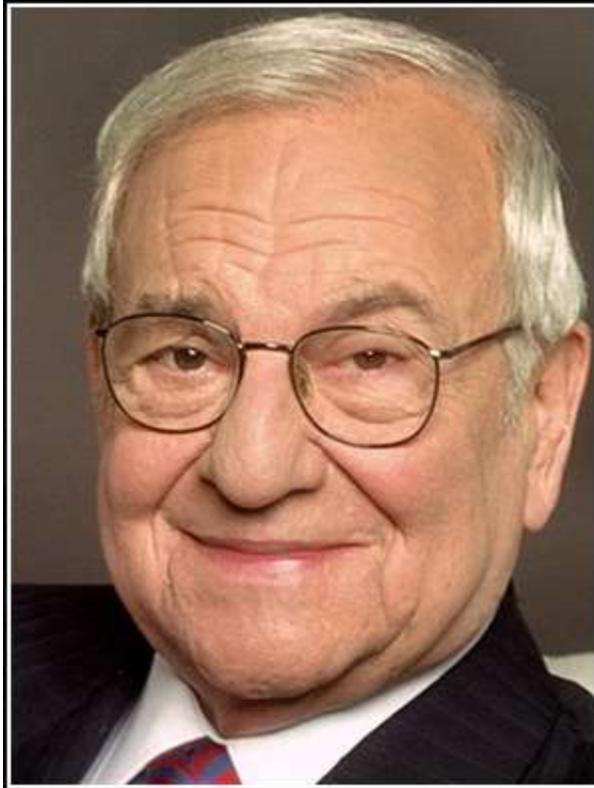


Take Action

Be a positive force

33% more
influential





Business, after all, is nothing more
than a bunch of human
relationships.

— *Lee Iacocca* —

AZ QUOTES



Action Item:

Connect With Colleagues

1. Share Personal Stories
2. Talk equally – Be curious
3. Assume Positive Intent



Action Item:

Set the Stage for Teamwork & Connection

- **Can't** force human connection
- **Can** create the environment
- Leaders – Just Do it
- Team members – Suggest it

You will be pleased with the results



Action Item:

Do This

- 1. Promote your purpose at every level**
- 2. Check in regularly**
- 3. Help the team connect to each other**

Ingredients for Great Culture



Benefits are Huge!

- **Employee Retention**
- **High Productivity**
- **Fantastic Culture**

You'll be an Employer of Choice



We Each Are Droplets That Can Have a Positive Impact



Be the change you want to see in the world

- Gandhi

Wait! What's the Link to Happiness?

**Happiness achieved through
relationships**



Harvard Study of Adult Development

“If you had a problem, do you have someone you can call in the middle of the night?”

- **Good relationships correlate strongly with happiness**



Relationships = Happiness

Better than IQ, money or fame

“The key to healthy aging is relationships, relationships, relationships”

George Vaillant, Harvard Study Leader, 1972-2004

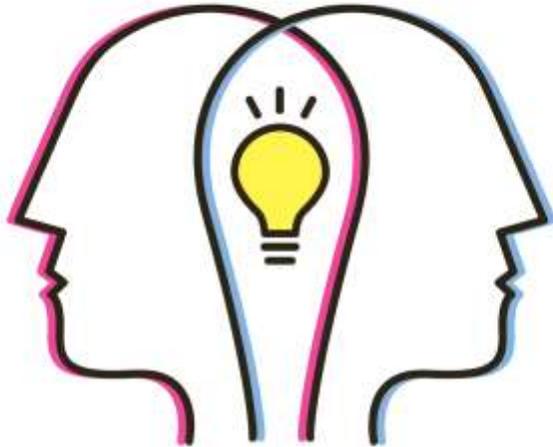


Connecting Leads to Happiness

Family, friends, colleagues, community and even strangers



CONNECT!



*How to Quickly Collaborate
For Success in Business and Life*

and Happiness

Barry J. Moline

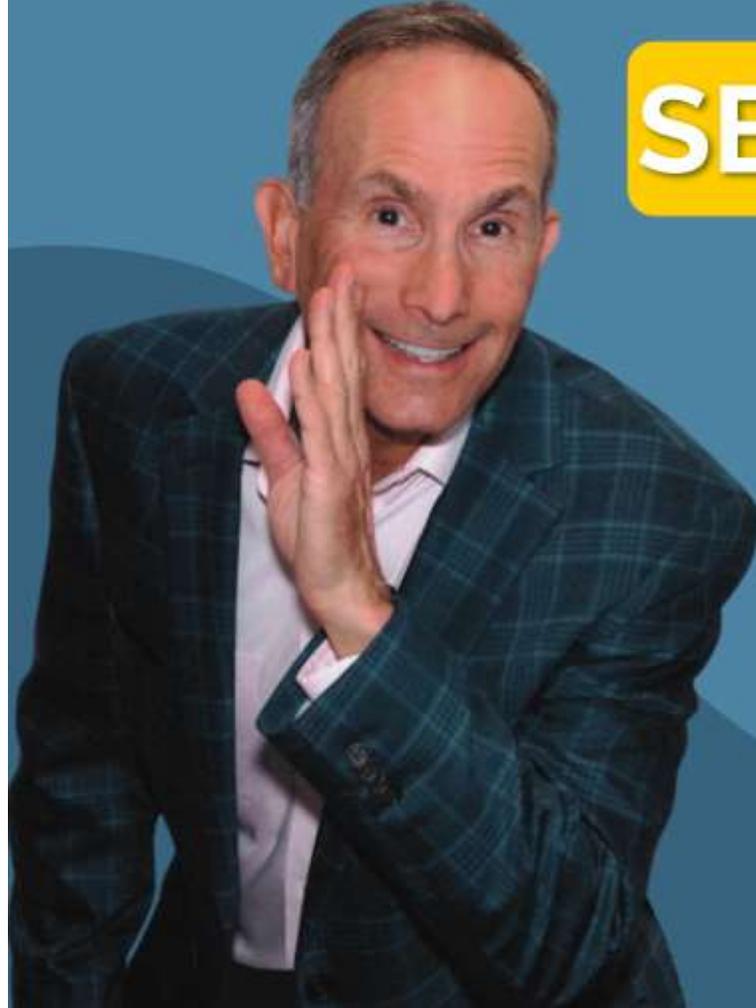
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More ideas at:
BarryMoline.com

LEADERSHIP

SECRETS



WITH
BARRY
MOLINE

Check-out Line Changed my Life



Action Item:

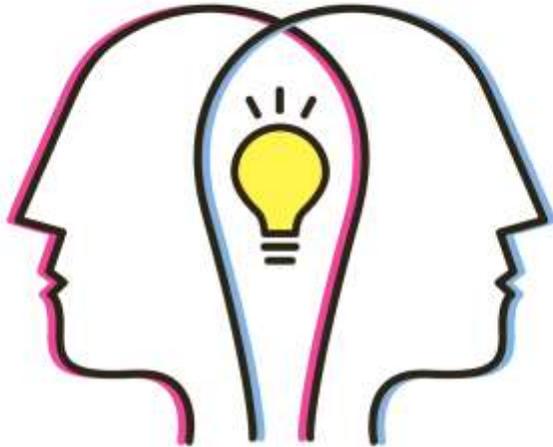
Give the Gift of a Pleasant Conversation

Use your power to make someone's day

You will feel happier



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