

EPISODE 137: HOW TO CONNECT IN THE WORKPLACE

1. UNDERSTAND THE POWER OF HUMAN CONNECTION

- What marks a successful team? Greatest predictor is social cohesion on the team.
- Lakshmi Rengarajan: “Companies are wise to pay more attention to fostering connections among their employees. A businesses’ human capital is its most important resource. Creating ways for employees to connect is the way to unlock their potential and get the most out of their talents. Humans are hardwired to connect. It’s an essential part of our well-being, and, as the research shows, having strong social connection is deeply important for our physical and mental health.”

2. HUMAN CONNECTION BEGINS WITH A MINDSET

- Before connecting with others becomes a skill set, it must first become a mindset: corporate mindset, team mindset, and individual mindset.
- Challenge is not believing that human connection matters, it is REMEMBERING that it matters.
- Jim Collins: “Business is people.”
- Adam Grant: “We must connect to peoples’ emotions.”

3. DON’T CONFUSE CORPORATE NETWORKS WITH HUMAN CONNECTION

- Connectivity is not the same as human connection. Technology makes connectivity possible, but it does not make connection necessary.
- Arianna Huffington, founder and CEO of Thrive Global: “One of the biggest consequences of all of this technology entering the workplace will be the premium placed on essential human qualities, like creativity, decision making, empathy, and collaboration.”
- Computers can’t do right brain skills of connecting on a human level with empathy, collaboration, and teamwork.

4. TREAT YOUR COLLEAGUES LIKE CUSTOMERS

- In business, much conscious thought is given to the treatment of customers (i.e. being thoughtful, patient, caring, respectful, seeking to understand, taking an active interest in, etc.)
- Transfer that customer skill to the people you work with.

5. TAKE ADVANTAGE OF THE “WAITING AROUND” MOMENTS

- Take advantage of standing in a coffee or food line, sitting in a break room, waiting for a meeting to start, etc.
- Simple questions, coupled with a sincere tone, spark amazing connections.
 - What is your name, I’ve seen you here many times?
 - Did you do anything interesting over the weekend?
 - Do you have anything fun planned for the weekend?

- Do you have any hobbies?
- What do you do to relax?
- What do like to do when you aren't working?
- Have you seen any good movies?

Are there other communication-related topics you'd like to hear the Communication Guys address? Let us know on our [Facebook page](#).