

CONNECTION BEST PRACTICES

WHAT IS CONNECTION?

Connection is the depth and quality of respect, engagement, and rapport between a leader and their team members. When connection is strong, leaders have better trust with their team, can address their needs effectively, and create a more fun and productive team atmosphere.

HOW TO INCREASE CONNECTION

BUILD TRUST



- Show vulnerability – Be open about yourself, your goals and your mistakes, as your vulnerability helps team members see you as more genuine
- Be consistent – Doing what we say we will do lets team members know they can count on us and sets a good example for team members
- Demonstrate expertise – Having expertise for your position is essential to team members knowing they can count on you, your ideas and your advice

CREATE INDIVIDUAL RAPPORT



- Learn about individuals – Take the time to learn about a team member's unique personality, interests and passions to show you value them as a person
- Listen actively – If you want your team members to be more open with you, show that you care about what they have to say by being a great listener
- Read unspoken cues – Pay attention to team members' non-verbals for additional insights into their thoughts, feelings and needs

FACILITATE TEAM RAPPORT



- Encourage peer relationships – Model the importance of peer connections by creating them yourself, as well as encouraging your team to build them
- Drive team collaboration – Match up team members to work together toward a common goal to increase their relationships and collaboration
- Create fun at work – Intentionally build a positive, fun work environment to increase retention and improve the overall work experience