

Marcia Ryan

Wellbeing Works



Cultivating collaborative relationships during change

The situation

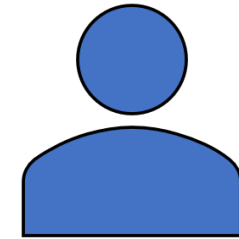




1st thoughts:
Negative, Positive or
Neutral?



It makes me feel...



I have a trusted colleague
at work to seek support

First reactions to stressful work situations:



Manage stress –
VUCA



Protective factors
reduce risk



Growth Mindset for
agility



Team collaboration
skills



Be human - create
trust and care



Better communicate
and connect

Meet business
requirements

Increase collaboration

Build resiliency and
maintain wellbeing

Ben's situation and need



Solution: Implement a team development program to improve connection skills for increased collaboration, performance and wellbeing

Audit: Consider the quality of your connections with others at work...

LQC

**Deflated
Disconnected**



HQC

**Energised
Empowered to take action**



HQCs - High quality connections

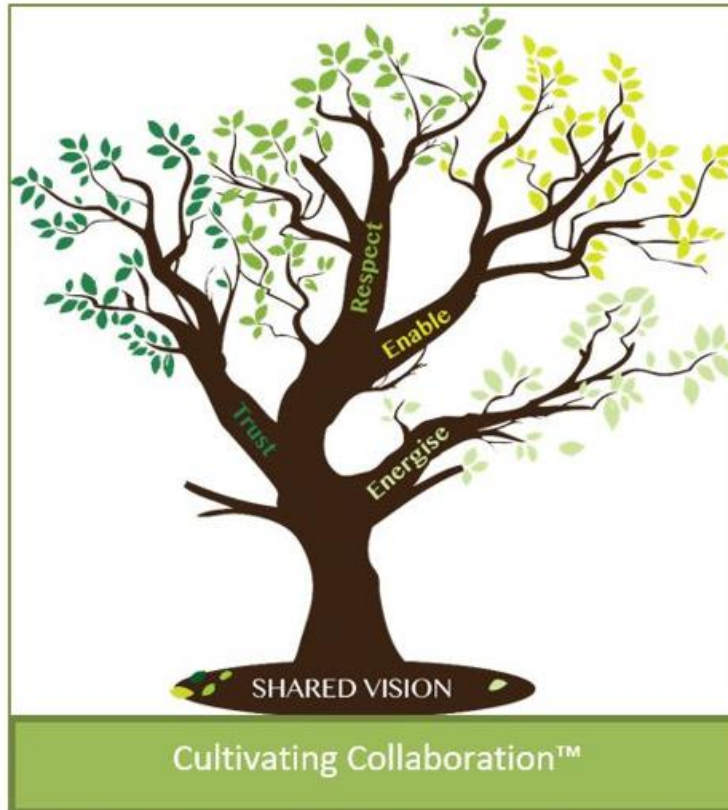
Brief interactions that **energise**

Positive and **mutual**
experience

Vital for **growth** and high
performance



Professor Jane Dutton
University of Michigan
Centre for Positive Organizations



4 ways to build HQCs



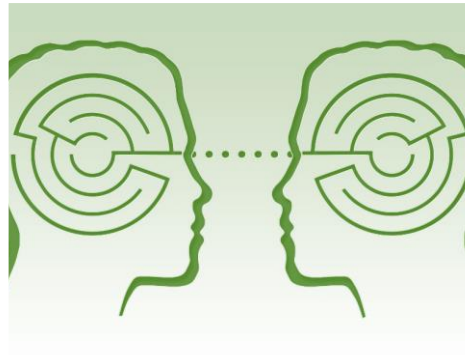
Make the micro moments of connection matter

Benefits of HQCs at work



1

Broader thinking capacity



3

Help seeking & giving –
Collaborative behaviours



4

Create psychological safety to
try new things



5

Increased effort and
engagement

The science:

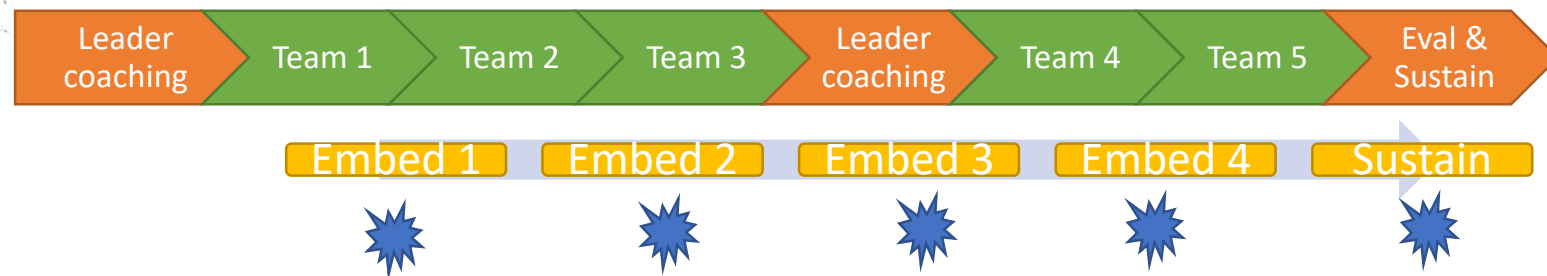
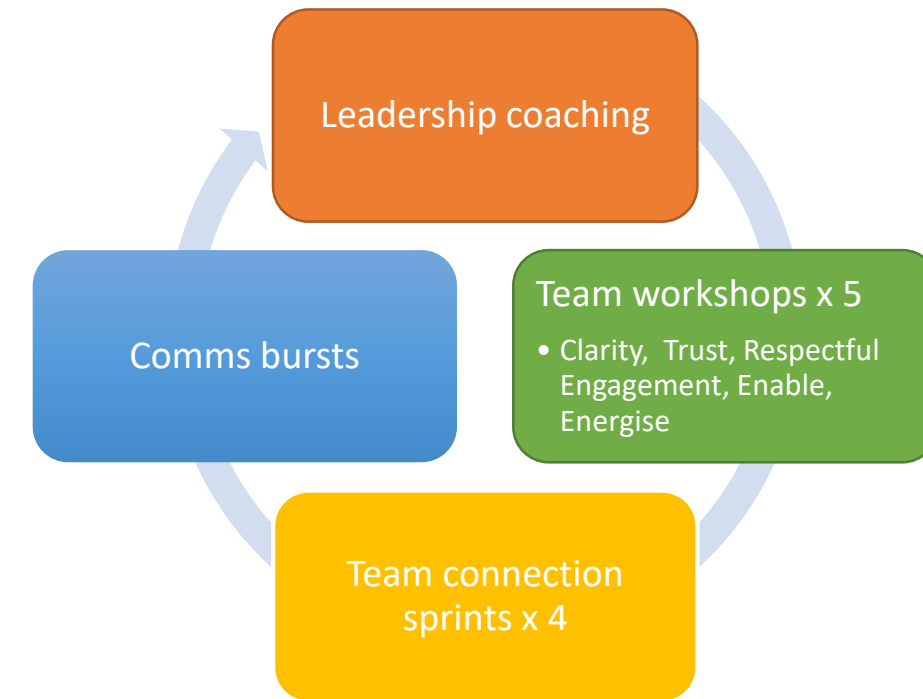
Dutton, J. & Spreitzer, G. (2014). *How to be a Positive Leader*

Edmondson, A. (1999). *Psychological safety and learning behavior in work teams.*

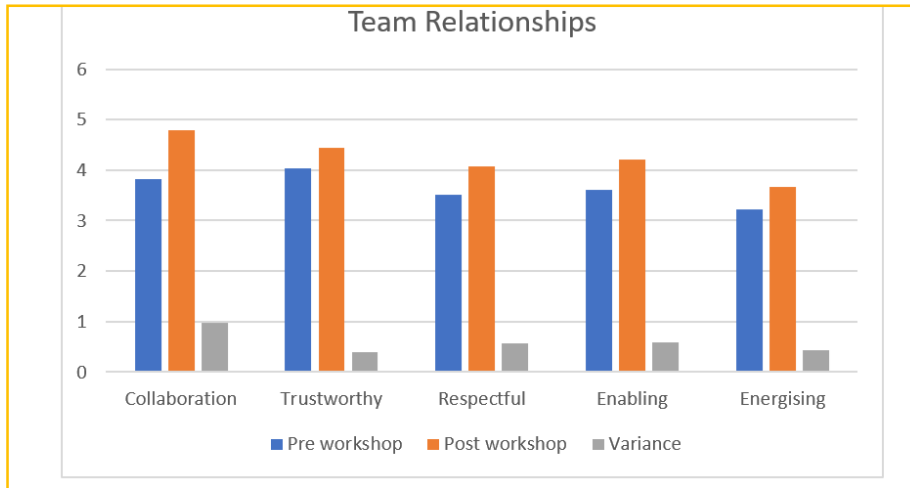
Fredrickson, B. L. (2001). *The role of positive emotions in positive psychology: The broaden-and-build theory of positive emotions.*

Gallup, 2018. *Why we need best friends at work.* Retrieved from: <http://news.gallup.com/opinion/gallup/>

Implementation of Collaboration program



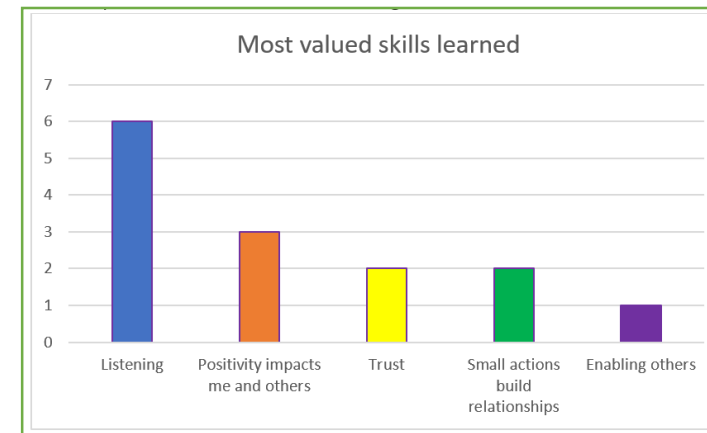
Increased collaboration and connection



WWW?

- Valued time to focus on connecting well even if brief
- Increased understanding of my team members
- Team challenges and activities
- Leader coaching and guides to embed

Better listening skills, increased positivity & optimism



“The greatest strength of the program took us on a journey together as a group, developing trust and respect for each other and increase feeling of connection.” - Denise

“Working together on supporting each other has made me feel we are closer now as a team.” - Igor

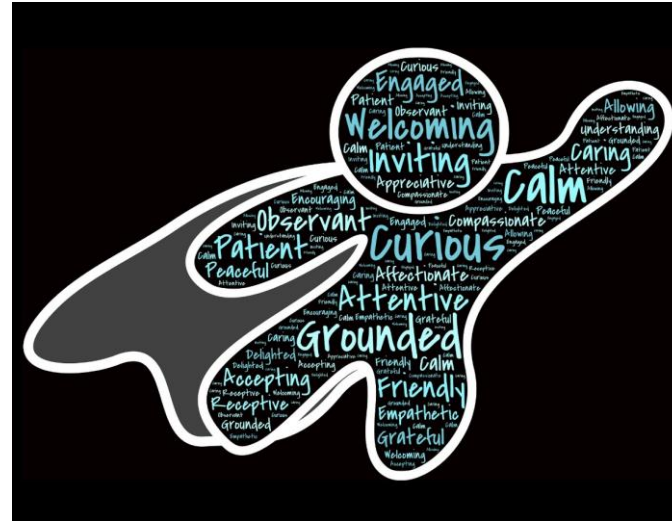
Met service delivery requirements

Found new roles

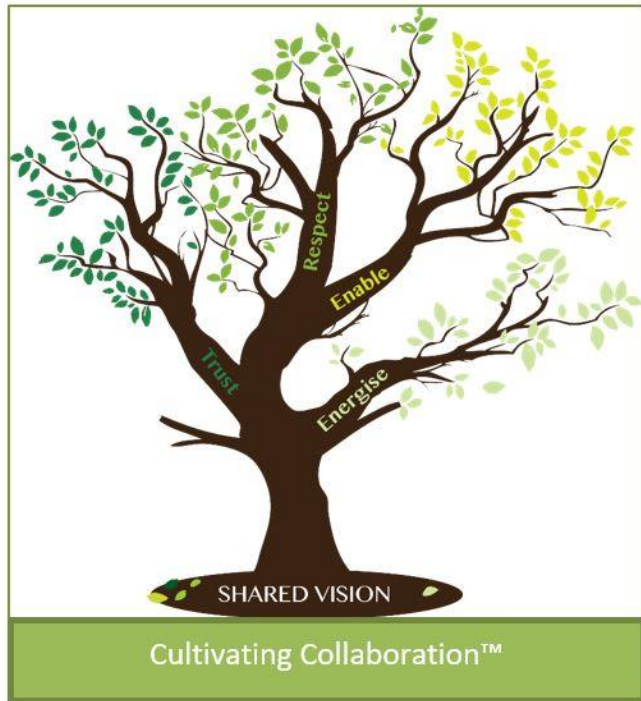
Increased quality of connections & collaboration

Enhanced resiliency & wellbeing

Results and outcomes



Lessons learnt for successful sustainability



*'Start where you are.
Use what you have.
Do what you can.'*

Arthur Ashe

How you can start to increase collaboration

Trust

- Be genuine – share what matters

Respectfully engage

- Unplug, tune in & be ready to listen well

Enable others

- Give a 5 minute favour to help growth

Energise

- Put play in your day - invite connection

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