**Wake Up Eager Workforce Podcast, Episode 84**

**Connectable: Grow Your Social Fitness with Ryan Jenkins**

**Produced by KWells Podcast Services**

Transcript

www.pricelessprofessional.com/loneliness

**Suzie Price** 00:00

15 million workers in the US share that they are lonely 82% of the time. That's our topic. Today we're talking about loneliness. And we're talking about connecting. Our guest speaker is an internationally recognized keynote speaker. He's a best selling author. His name is Ryan Jenkins. And he talks about loneliness is an overlooked threat to business. And it's causing immense damage to workers well being and performance. So it's causing turnover. It's causing lack of productivity, and it's hurting the individuals.

**Suzie Price** 00:32

He reminds us that loneliness is not the absence of having people around us. That's the absence of connection. And his book is called Connectable. And that the remedy to all of this loneliness is to see and hear others, not just exchange information. And sometimes when we're exchanging information, we are not getting or creating genuine connection, he shares a memorable phrase that I want you to remember right now and remember again, when you hear it, but communication is dealt. So it's something I hand out like a deck of cards, but connection is felt. And he has a lot of credible research and practical actions to make this connection which can make a big difference in productivity and retention and the well being of your team. But we've got to intentionally find points for connection. Connection is what our souls want, and it's what our bodies are craving. You're going to be inspired by this. You're going to have actions that you can take after this, and I'm excited to share it with you, Michael.

**Intro** 01:32

Welcome to the Wake Up Eager Workforce Podcast a show designed for leaders, trainers and consultants who are responsible for employee selection and professional development. Each episode is packed full with insider tips, best practices, expert interviews and inspiration. Please welcome the host who is helping leaders trainers and consultants everywhere Suzie Price.

**Suzie Price** 02:02

Hi, I am Suzie Price, and you're listening to and maybe watching because we're doing some video now on YouTube, the Wake Up Eager Workforce Podcast where we cover everything related to helping you and the employees and the organizations you work in build a high commitment, low drama wake up eager workforce.

**Suzie Price** 02:19

In this podcast and in the work we do every day we provide tools and tips and expert interviews about the employee lifecycle everything from hiring, onboarding, team building, leadership development, succession planning and conflict resolution. We also train and certify others to become experts in our signature six weeks certification programs. You can find out more about the certification programs at pricelessprofessional.com/certification.

**Suzie Price** 02:44

This is episode 84 of the Wake Up Eager Workforce Podcast and the title of today's episode, you guessed it from our opening Connectible Grow Your Social Fitness with Ryan Jenkins. He's the CSP, which means he's done a lot of speaking around the country and around the world. He's talked about generations, which is how I met him. I met him at a conference where we're both presenting. He talks about it was at that conference talking about the different generations. Millennial Gen Z. He's an author by Team Connection Expert.

**Suzie Price** 03:16

The show notes for today can be found at pricelessprofessional.com/loneliness. He is internationally recognized. He shared with me that he had spoke last year at 73 different organizations all over the country and I think all over the world. His book is a best selling book. Connectable is the name of the book, you'll see we'll talk about it, there'll be a link to it in the show notes. And for a decade, he's inspired and equipped audiences with insights and tools and to bring us into this new era of work.

**Suzie Price** 03:44

He's right on top of it with this topic. He's an active columnist for Ink Magazine, Psychology Today and Entrepreneur Magazine. So what we're going to cover today we're talking about the cause and effect of loneliness in the workplace, the impact of loneliness on team performance, and actions we can take to help organizations create healthier, more productive teams. You're gonna enjoy it, check it out. shownotes prices professional.com forward slash loneliness. Let's go to our discussion now.

**Suzie Price** 04:13

 Welcome, Ryan, thank you so much for being here today. So glad to have you.

**Ryan Jenkins** 04:17

Thanks, Suzie. Appreciate it looking forward to this comvo. Yeah, absolutely.

**Suzie Price** 04:21

So I enjoyed your book Connectable. Awesome, awesome. And I like some of the phrases one simple term you use is, "Life and work is better when you're connected." Such a simple thing, but it's so true. And then I liked the phrase, I like to work out a lot. So I love when you said social fitness, building your social fitness. I mean, there's so many phrases in there and ways that you say things that are important, but I was curious as I was looking at it, because I know you slightly I've only met him one other time in an event and we know some of the same people but I was curious about okay, how does he land on this topic? How did he land on loneliness and connecting and belonging. You know, it's something in particular happen. And I know you've done a lot of generational work. So I'm thinking you unearth some things in your research. But let's talk about how you landed on this topic. And why now? And then what's the reception then?

**Ryan Jenkins** 05:15

Yeah, thanks again for having me. And yeah, I've for about 12 years now, I've been super interested in the future of work. And typically how I would access that for my clients and my audiences would be through understanding the evolving differences across generations. Because if we understand those evolving differences, we understand kind of what to expect in the future of work. And, in specifically, studying the emerging generations give us data points into what to expect in the future.

**Ryan Jenkins** 05:41

So I was fascinated with generational differences. And I was writing a book about Gen Z, which is the youngest generation that's now in the workforce, and will be the fastest growing over the next decade. And I stumbled across a data point, highlighting just how disconnected and isolated and lonely Gen Z is. 79% of Gen Z Report sometimes are always feeling lonely. And it's the first time Suzie that we've had an emerging generation experiencing more disconnection, isolation than our elderly population. So alarm bells went off. And I thought, Gosh, this is this is really alarming. How can I help this generation, and this was all pre pandemic. So I began studying loneliness and connection, in an effort to help Gen Z as again, they become the fastest growing generation in the workforce.

**Ryan Jenkins** 06:28

And then the pandemic happened, and I had all this connection and loneliness, research, and I brought it to a lot of my clients. And, of course, everyone wanted to dig in and really unpack this and talk about it. And then that eventually led us writing the book. And we did some original research of 2000 global workers around the world.

**Ryan Jenkins** 06:44

And so yeah, and then the book you asked about the reception, it's been great. Hit number seven on the Wall Street Journal bestseller list. And then just a month ago, it was voted the number three top leadership book of all of 2022, so by 1000s, of readers, and so folks are loving it, we're loving to spread this message. And we're not done yet. We're still pushing this conversation, the US Surgeon General just announced last week that a big initiative for entire country is trying to figure out how can we become more connected and reduce loneliness. So we feel more compelled now more than ever to really step up and have continued to have this conversation.

**Suzie Price** 07:20

My guess is that it would have always been of interest. But I wonder if COVID just broke down any walls when people say, well, we can't talk about that. I mean, have you found that?

**Ryan Jenkins** 07:29

Yeah, yeah, loneliness is, you know, it's been increasing for a long time. And the pandemic, you're right, put a big spotlight on it and accelerated it. So it's continuing to rise. And but there's a little bit of good news in that and that whatever increases can also decrease. So it's malleable. So if we begin to understand it, and then we arm ourselves with some simple strategies, we can turn a corner here and create healthier individuals, healthier organizations, healthier communities.

**Ryan Jenkins** 07:55

So it just takes some awareness. And we highlighted in the book that just seven years ago, is when some neuroscientists actually discovered where loneliness shows up in our brain. So it's a very new emotion that we it's been shrouded in shame for a long, long time, it's starting to erode a little bit, and people are ready to start talking about it. And it's unfortunate because it's a universal human condition. We all experience it. And it's, you know, we attribute it to rely on it or draw the parallels to the sensation of hunger, right, it's literally our biological cue to go find something to nourish yourself with. So same thing with loneliness, right? It's this biological cue that, hey, we were wired for connection. And that's my biological cue that I need to go forge a connection and be in community with teammates, family members, etc.

**Suzie Price** 08:42

That's awesome. Yes. And, you know, it's it's awareness. I think that is so great. And then understanding that you can open the conversation around it, I think, I don't know if you said it, or it's something we have said in the past about awareness is curative. It's just, you know, once you are aware of it, that's like, sometimes 80% of the of the challenge. It's like, oh, I wasn't even aware of that. I was actually feeling this, but I really am. You know, and then it's a real thing.

**Ryan Jenkins** 09:08

It's a real thing. Yeah, absolutely. And I think we wildly underestimate how much we need it. And we're also misconstruing connection with communication. So I'll go down that rabbit hole just Just briefly, but

**Suzie Price** 09:20

I liked that I saw that don't miss don't mistake that was one of the things I took your TCA was it called the Team Connection Assessment just to see what it was. And one of the recommendations when they talked about one of the areas was don't mistake and I highlighted this i Oh, that's a really good statement. So you got so many good statements. Don't mistake communication for connection. Say more go jump in there.

**Ryan Jenkins** 09:43

Yeah, absolutely. So communication is the exchange of information and we process that in the front part of our brain. But connection is the ease of communication and this idea of being seen and heard and a conversation and that's actually processed in the back part of our brains so listeners can relate, you know, they've probably texted I love you to significant other well, you can text them that all day that's just communication doesn't become connection until they hear the sentiment or the tone in your voice or they feel the your embrace if you're in person.

**Ryan Jenkins** 10:15

So that's the big difference and how I like to communicate it, where it makes it memorable is communication is dealt, but connection is felt. And so all these wonderful tools that you and I are using today, which we should still continue to use, a lot of it's facilitating communication, but not connection. So, you know, we might be talking with all kinds of different people on a daily basis thinking, gosh, I'm more connected than ever before. But in reality, no, you're just communicating. And so oftentimes, we need to take it a step further, we need to be more intentional about finding those points for connection, because that's truly what your soul is craving and what your body needs is that connection with with others.

**Ryan Jenkins** 10:55

And I think that's a big conversation that a lot of folks are missing as it relates to remote and hybrid work, right, as we feel connected to our colleagues and in our organizations. But the end of the day, no, we're just in this ring of communication. So that's a really important distinction to make. And I think that that's usually an aha, awareness point, back to your point around awareness, we need that awareness to say guess these are two different things. And if I really want to make sure I'm nourishing my soul and getting some good connection, then we need to take it a step further.

**Suzie Price** 11:24

Interesting. I was in an Advanced Axiology, which is the science that I do program. So is this a small group 24 people getting Masters Certified in Scottsdale. Great group. We all kind of know each other, we were getting dealt a lot of communication. And it was good, because we all were there, we love to learn and we're all want to be masters, you know, so that was wonderful. And so but I was feeling myself kind of weary, you know, like they to thinking oh, my gosh, I got five days this.

**Suzie Price** 11:52

And then there was an option to do an icebreaker. And I said, Oh, icebreaker, let's do it, I think some connection, you know, not even knowing you know what you just said, and it was because I needed the felt. And then we did this exercise where everybody got up and shared it, it took quite a bit of time. But the group was totally different after that, because we all felt each other. So that's just such a good example. And we're still connected now like it's a whole new dynamic happened in the room of 24 people, because of the sharing, and the fairness of the things that we do we all share your things from, you know, it was an exercise, but it was really powerful. So that is that just came to mind as you were saying that. Yes.

**Ryan Jenkins** 12:29

Yeah, I'll give a good example, too. And I think you know, what we're talking about here, it's often sometimes it's hard for us as humans to distinguish, you know, what do we want versus what we need? Well, we want autonomy, we want to work remotely, but what we need is connection. And certainly connection can still occur in a virtual environment. But you've got to be even more intentional about it. And to your point, if it's a larger group, that connection really isn't going to happen virtually. So you know, prioritizing in person events for different, you know, whether it be onboarding or training, brainstorming, you know, it's really helpful thinking about the difference between communication and connection.

**Ryan Jenkins** 13:05

But I'll give you an example of one of the leader recently that shared with me, she had become the CEO of this company, right during the middle of the pandemic, anxiety was high. And she was conducting the first all hands meeting as the new CEO. And just as she was about to turn over the meeting to her leadership team, and everyone was on Zoom, you know, 1000s of people are on Zoom. And she, it just dawned on her, she thought, gosh, I've been communicating with this group, but I haven't actually connected with them. And she did something brilliant in the moment.

**Ryan Jenkins** 13:35

So she verbally he handed it off to the leadership team. And then she continued to share her screen. And she bounced over to Google. And you imagine all the employees are at the edge of their seat thinking, Oh, no, this new CEO, she's, she's she's forgot to stop sharing what's going to happen, you know, everyone's like, seeing a car wreck. You can't look away, right? Yeah. And so she was brilliant. She went to Google. And she she went to the search bar, and she searched how to CEO good. And it was just the subtle little funny thing that she did. And she said she got flooded with emails Following the meeting, saying thank you for being relatable, and thank you for being vulnerable. And they said they'd never seen so many smiles on the Zoom call before. And so again, it's a really good distinction of she was communicating, which is still important, we need to be good communicators, but we also can't miss that, that opportunity to connect to because that's what builds strong, resilient teams.

**Suzie Price** 14:29

Yes, yes. And it's this it's relationships, you know, so if we would we think about people before tasks before systems, you know, just the people part is so infinite. I mean, when I think about that group that was with I mean, that that feeling place from that afternoon, you know, the felt place because we were sharing there was five things we shared a lot of it had to do with our past and future was very people got emotional. I mean, the bond I look at every person differently now. I mean, this has been four months five mine since we did that, and we're still meeting in our mastermind, and, you know, so yeah, it's like it has a lot of strength. But we all we mistake it sometimes for a waste of time. I know that the that part of the group was thinking, well, we have work to do. We've got to be masters, we've got to, we got to do all the delt stuff. Yeah, so it's just infinite. It's, it's intangible, and magical.

**Ryan Jenkins** 15:22

Yeah, the word that stood out to me in your response there was was strength. And and, you know, I like to relate this conversation to the metaphor of a brick wall. And if you had all of these bricks stacked on top of each other, and yeah, they might all fit neatly and it looks like the wall is standing. But without any mortar, right? That brick wall can be easily pushed over, right, the slight breeze can can topple that whole wall. So it's the mortar that makes team strong, right? It's what's between those bricks, it's what's between the team members that solidifies that makes it stronger and more formidable. So it's a good metaphor to be thinking about is your point. I mean, it's hard to, we get so caught up. But the biggest obstacle all of us face when it comes to connection is busyness. Time constraints severely limit our willingness to connect with others. And so we forget about the mortar because it's, you know, you often think about how tall is the wall? And how many bricks do we need, but you forget about the really important ingredient of what's connecting each other? Because again, that's what makes us resilient, strong,

**Suzie Price** 16:25

Teaching all this, how has it changed you? Or has it?

**Ryan Jenkins** 16:28

Yeah,no, absolutely. I, you know, we

**Suzie Price** 16:30

Have you always been connecting oriented, felt oriented instead of dealt oriented,

**Ryan Jenkins** 16:36

You could probably relate to this statement that authors write the books that they themselves need to read.

**Suzie Price** 16:42

I teach the things I want to learn too.

**Ryan Jenkins** 16:44

There you go. Yeah. So I'm actually an introvert. And so I wrote a book about connection. So go figure that my co author is actually an extrovert. So we've got kind of good dynamics going back and forth on kind of each perspective. But you know, and I'm sure that fellow introverts out there that are listening can relate that my thought with my close knit of relationships, I always wanted to, I wasn't interested in expanding those that network I was interested in going deep. And that was a way of my brain misleading the brain of protecting me. And it was I wasn't, I was missing out, there was so much well being boosted wellbeing for myself and others that was being left on the table. Because any little, any little opportunity to connect with someone I dismissed.

**Ryan Jenkins** 17:28

So if I was sharing an elevator with somebody, and we just had those 30 seconds, where we could share a genuine connection, I thought, I'm never gonna see this person, again, I'm not going to take the time to invest in this connection, and I would dismiss it. And that again, that was a subtle way of my brain misleading me. And so I have rewired that, that. And my new mantra now is connections don't have to be continual, to be beneficial. connections don't have to be continual to be beneficial. And so anytime I share that elevator with someone now my go to question is, how's your day going? It's just a, it's a subtle shift, right? It's not too intrusive.

**Ryan Jenkins** 18:02

But you know, typically here in the US, we typically say, How are you doing? That's kind of our version of, you know, Hi, we're actually interested in knowing how the other person is doing. Yeah, we got to find ways to break these social scripts, if we're going to connect. And research shows that it takes as little as 40 seconds to actually have work to individuals can feel seen and heard in a conversation, and they can feel a sense of connection. And so I'd say nine times out of 10, when I asked that question, they pull themselves out of the phone, or they drop their shoulders, and they think and they look at me and they see me actually present that moment waiting for their response. And then we exchanged a little bit of some some words, and I leave that conversation with a boosted well being and that person does too.

**Ryan Jenkins** 18:43

So that's how I've changed. My thinking as it relates to Connections is they don't have to be continual to be beneficial.

**Suzie Price** 18:49

I love that not letting not discounting those things, that those have value too. So let's go right to that about the loneliness. Because what's your that's one anecdote right there to loneliness is not discounting those conversations. Some of your research says 15 million US employees say that they are lonely 82% of the time, if I got that, right. Mm hmm. Yeah. 15 million are lonely 82% of the time. That's astounding. And that's in the US. And then you talked about CEOs admit that they feel lonely, which I can see that and have have experienced that and just being a consultant. More statistics, more info, more insight, whatever you'd like to share.

**Ryan Jenkins** 19:34

Yeah, the other part of what makes this conversation really challenging is 90% of employees say that if they are experiencing isolation or loneliness, they won't tell their supervisor. So a lot of folks that might be listening to this thinking I haven't you know, no one's told me that they're experiencing isolation or disconnection. That's because they won't. Yeah.

**Suzie Price** 19:57

Yeah, that's vulnerable to say that how would you Right. Yeah, yeah,

**Ryan Jenkins** 20:01

Yeah. So it's vulnerable, we unpack some research in the book where folks are actually more, they would rather have a conversation around mental health with a chatbot, or artificial intelligence versus an actual human in their manager. And so I think there's a whole nother conversation around psychological safety and how we need to start equipping leaders with some of this EQ around how to address some of these things. Because if we think that this is, you know, this is supposed to be a conversation outside of work, you're you're severely wrong there, because you're unpack a little bit of research that kind of helps us get there. So they did a recent study where they, they were trying to figure out how does exclusion impact the human brain. And so they put people through an experience of exclusion, they monitored the brain, the brain lit up, and it lit up in the same spot where we were we registered physical pain.

**Ryan Jenkins** 20:50

So the same spot where we register exclusion, we also registered physical pain. So when we feel disconnected from a group, if we don't feel like we're being seen and heard, and we're actively contributing in a team or a tribe, we feel disconnected. We, it's as if we're have a bleeding appendage, right. And so we can't fully engage and deliver for customers and clients or for our colleagues, because we've got this invisible ailment. And we've got to address that first. Because it's same thing, if you were to show up to work and you had that bleeding appendage, you wouldn't want a manager or anyone else to say, Hey, don't worry about that just get to work. You're, you're not getting any work done.

**Ryan Jenkins** 21:25

Right? So you got to, you got to address that ailment before you can show up fully. And so this is why we have to be having this conversation. We've got to be able identify it in ourselves and others so that we can proactively keep folks engaged so that we can deliver on the exceptional work that our clients and customers deserve.

**Suzie Price** 21:44

Yeah, well, I thought it was interesting. I don't know if it was in the team, teams connections assessment, that somewhere I read, or that if a leader sees somebody who's doing sloppy was a sloppy work, maybe showing some apathy stops offering input to their, their exploit. Now in this context, you can see that, oh, those are signs of being disconnected. So most of the time, leaders would say, Okay, I need to write them off, or I need to, you know, what's wrong with them, or just, you know, be annoyed or ignore it. But what you're saying is no, that's like their physical pain, but it's really feeling they need to be they need some connection. So try connecting with that.

**Ryan Jenkins** 22:25

Yeah, it's really important because what happens when when we experience loneliness or isolation is we turn inward, and we begin distrusting more and more of the people around us. So it's a very quick downward spiral. So we can't just expect folks to pull themselves back into the into the tribe or the team, we have to be proactive as a group to pull those folks that are detaching. So you're only as connected as a team as your most disconnected team member. And so we've got to be aware of some of these, these signs that we can proactively keep pulling folks in. And so it's just really important, but at the end of the day, if you really kind of understand the science of it, it makes a lot of sense, right?

**Ryan Jenkins** 23:07

Because we've always known this, that there's always been strength in numbers and our ancestors who roamed the plains, we were able to pull each other's resources and watch each other's backs and leverage each other's strengths. So there's always strength in numbers, when you got disconnected from that group, your survival rate plummeted. And so your body went into a very fight or flight state and you actually went into a hyper vigilant surveillance mode is what your brain would go into. So which makes a lot of sense, because you're trying to protect yourself. So if you're alone in the woods, and you hear a twig snap in the distance, you're ready to go, you're ready to flee from that situation or fight for your survival.

**Ryan Jenkins** 23:44

Same thing happens to our bodies today. If we feel disconnected from the team, we're in the fight or flight state. So no wonder we're at risk for quitting or resigning from the organization or, you know, only putting in, you know, half the work we need to because we feel disconnected. And we're trying to protect ourselves, keep our options open. And then again, our brain goes into that hyper surveillance mode to where we're, we're reading in between the lines of our boss's email, or we're, we're twisting the conversation of our colleagues become very favored over analyzing and it's just very detrimental. So again, it's holding us back if we're not feeling completely engaged with the team. And then the last research I'll share, you can tell I wrote a book because I have all this research that I think,

**Suzie Price** 24:27

Yeah, well, it's good to have research on a softer topic. guard down to sometimes instinctually we can know a lot of things, but sometimes we want to say well, that's just a little too soft. You know, but then if you've got other years people go oh, okay. Okay. There's a real reason for this, and kind of put down their guard. You know, I love it. I love it.

**Ryan Jenkins** 24:47

Well said. Well said no, I like that. Yeah, so the last restricted shares, and I'll have the listeners kind of put them themselves in the shoes. I think that'll be more interesting. So let's say you were looking at a hill that was about 100 yards away from you Researchers were asking you to assess the steepness of that hill. And so you would do what you could to assess the steepness. And then they reran the experiment and they actually placed someone with you. So there was two people now assessing the same hill from the same distance. And what they found was is when you got placed with just one other person, who you were under the impression was going to eventually climb that hill and that obstacle with you, you assessed the steepness of a hill with a 30% reduction in steepness. So what that means is just by having someone alongside you, we're more resilient, right? There's things feel less daunting, when we feel like we're apart or we're with someone else that we can tackle things together. Things get really hairy and daunting when we're left to our own devices.

**Suzie Price** 25:45

Interesting. And so how would you that's great because of the confidence, you know, God's teammate. And I like the statement that you said, we're only as connected as a most disconnected team member. So if you have anybody who's disconnected, it's going to be hard for the team to really be the best it can be.

**Ryan Jenkins** 26:03

Yeah, absolutely. Because yeah, we're, you know, we're not fully invested. And so research shows that we're seven times more likely to be disengaged, if we're experiencing isolation, and disconnection at work, we're five times more likely to miss work, and we're three times more likely to underperform, and three times more likely to actually quit. So all these things make sense. And again, coming back to the science, that makes sense, our most significant need as humans, our most significant need is connection. It's belonging, it's not our most urgent need, right? We address all the most urgent needs urgently throughout our day.

**Ryan Jenkins** 26:38

But our most significant need, and this is according to the longest study of adult development that's still going on today. It's over 80 years, and Harvard University has studied over 2000 people. And there, they tried to figure out what's the most what's the definitive answer to a long and healthy life. It wasn't diet or wealth, or economic status, or DNA, it was quality connections with others. So belonging and connection is our most significant need. So if we can create environments where people feel that connection and feel that sense of belonging at the place where they spend most of their waking hours, which is at work, then why are they going anywhere else?

**Ryan Jenkins** 27:16

Why would they want to be anywhere but feeling engaged and contributing towards that tribe, because it's fulfilling their most significant needs. So I'm convinced Suzanne, I'm hoping I'm doing an okay job convincing your audience here that connection is the key if we want to create better or healthier organizations, more productive teams, more resilient, higher retention, connection, connection, connection is the key.

**Suzie Price** 27:38

Yeah. And so you know, I love the word connection. And its attention to it's amazing, you know, there's been no studies from way back when they'd give kids or even people at work attention, how just attention, they didn't call it connection, how attention attention changed the dynamic, you know, and it makes me think, a Gallup organization, what they've been around for how long 2000 or more doing those meta analysis studies and, and then we're, you know, my boss, someone at work cares about me, I have a best friend at work. What was the other one in the last seven days, someone has told me I've done a good job, or appreciated what I do, someone looks out for my development already said that one, my manager cares about me all of that, you know. So we jumped to these other theories.

**Suzie Price** 28:20

And to me, I've always hung on to that research, you know, and share it and just kind of like, okay, that was a long time ago, they're still putting things out. But when it first came out, it was big, you know, and then you're the next next leader, and this so in making this topic, because it's, it seems almost, it's not simple, but it seems like, you know, you mean, a lot of the problems that we have on our team would change if I, if I made sure that we were connected, and everybody had a sense of belonging? Is there a difference between belonging and loneliness? I mean, even regard to what you would talk about, or any additional research related to a sense of belonging? Do you always have a lack of sense of belonging when you have loneliness? Talk a little bit about belonging and how that's different or the same?

**Ryan Jenkins** 29:04

Yeah, I think, yeah, I probably should have started with this definition. But I'll take a step back. And I think it's important to note that loneliness is not the absence of people. It's the absence of connection. So that's really important distinction. So you know, and listeners can probably relate, you've probably been in a crowded room before, surrounded by people. But if you don't have connections with those individuals, you can feel alone, you can feel disconnected, you can feel isolated. And conversely, if you're working remotely, but you have a really strong connection with your leader in your team members or your clients, you might not feel that same sense of isolation as that person that surrounded in a room with other people.

**Ryan Jenkins** 29:42

And a lot of companies that we're working with right now are having a real hard time because they're, they want to bring people back in the office, but they know if they do, they're going to lose a bunch of people. And they're kind of caught in between here and it's tricky, and I think what's combating here As the researchers tell us that we have three psychological nutrients. So one is autonomy, two is competence, and three is connection. And two of those strings are competing right now. So us as individuals, right, we want the autonomy. So yes, we want to be able to have flexibility to work when we want and where we want.

**Ryan Jenkins** 30:17

But also, we're forgetting that connection piece that is also pivotal to our health and well being, and the performance of organization, as we've talked throughout this whole conversation. So those two things are, are at odds, you can go on a little bit of a tangent here, I'll bring it back. So again, loneliness is not the absence of people. It's the absence of connection. And so I think that sense of belonging is that idea of I belong here, I feel seen and heard, and I'm able to voice ideas or opinions or concerns, and those are, are received by the organization. And I'll share a story that I think does a really good job of kind of underpinning why belonging is so important that the story is of Joseph Strauss, who built the people, he was the chief engineer of the Golden Gate Bridge. And when he was building that back in the 1930s, building bridges back then was really, really, really deadly. And it was really hard as you can imagine.

**Ryan Jenkins** 31:09

And for every $1 million that was spent building a bridge is typically equated into one death, and the Golden Gate Bridge at the time was going to be going to cost about $30 million. And so it was going to they were anticipating 30 deaths of folks that were working on the bridge, they decided, hey, well, Joseph Strauss was like, not on my watch, I don't want any deaths, we're gonna try to do what we can to create a great sense of a great safe environment for our team members. And he actually built a safety net underneath the bridge. And it was the first of its kind people thought he was nuts, they thought that's going to be you're going to come weigh in over budgets and take forever, no one's done this. He did it anyway.

**Ryan Jenkins** 31:48

And they actually completed the bridge faster than expected under budget, and they actually constructed the cables four times faster than was ever even conceived possible. And oh, by the way, 19, people fell off the bridge, landed in the safety net, and gathered themselves and went right back to work. And so what happened was, is that no longer were they focused on their safety, but they were focused on the success of the project.

**Ryan Jenkins** 32:12

And so I think that really underpins this idea of creating psychological safe environments where folks feel like they're seen and heard, they have this strong sense of belonging to where they can bring their full selves to work, and they can start to quiet the voice in their head, because our brain is asking five times per second, are you safe? Are you safe? Are you safe? So if we can turn that down and focus it, that energy on something else that's conducive for the team organization, some big things can happen. So I think that then, psychological safety, of course, is getting lots of great airtime these days. And it's certainly a bedrock when it comes to this conversation around belonging and connection.

**Suzie Price** 32:48

Yeah, that's amazing. Five, five times a second. Is that what you said?

**Ryan Jenkins** 32:53

Yeah, the brains asked, yeah, five times a second. And it's all unconscious. Right? But you're constantly serving the people around you in the building, and we're just constantly assessing, and your brain is always looking out for number one.

**Suzie Price** 33:04

Yeah, interesting. So that's a good, you know, as a leader of a team, you know, that's really important. So what advice are you giving organizations who are struggling with this? How do we bring people back? And, you know, the the tug, push and pull between autonomy and connection? What are some of the companies doing because I know some companies that are struggling with that now, what do you?

**Ryan Jenkins** 33:25

Yeah, I've been trying to figure out if we could come up with a silver bullet that would work for everybody. And it's just not there. Because it depends on the industry and the type of work and existing culture. But what I think leaders in most organizations need to hear is that you got to commit to connection, and you have to have a connection plan, you've got to come up with some type of connection plan, because again, connection can occur in a digital environment, it takes more effort, but making sure that that becomes a priority or figuring out ways to weave that in. And so you know, a subtle way to think about that is how do you trade convenience for connection?

**Ryan Jenkins** 33:59

Because so often as humans, we gravitate towards things that are convenient. And I think that's what's happening right now. Right? remote work is convenience. We're gravitating towards that. But what's left on the there's a social cost associated with that. And we have to be aware of that. So I think I think organizations need to be modeling what it looks like to connect, they need to be encouraging and making their teams aware of the power and the science of connection because we're seeing way too many organizations that are just mandating it. And of course, we're getting tons of blowback, and instead it needs to be paid. This is why it's so important that we get together and then creating those environments in which the connection can occur.

**Ryan Jenkins** 34:37

One of the organizations we highlighted in the book is atomic they've they're the company behind WordPress and they have 1000 person plus company and they've been fully dispersed for since inception for they've always worked remotely and they make their part of their connection plan is once a year. They have a one week all hands on are all you know company wide. I'd conference where everyone comes together and they create those connections and they solidify their culture. And so that works for them where they do a big time blowout conference where everyone comes together. And then after that, they go across the world. And they have similar reactions to what you were describing at the top of our conversation where it was like, hey, it was in person. And then all sudden, we did this icebreaker. And then there was connection. And that fueled the working after that there's just a different type of of magic.

**Ryan Jenkins** 35:28

Yeah. And so that works for one company. So, you know, don't underestimate it, have a connection plan and try to check yourself and those around you. are we choosing convenience? Or are we where can we trade convenience for connection.

**Suzie Price** 35:41

So a leader this listening right now and is thinking about this, what are some connecting things we can do, you do have that cool assessment, which will give them tips that they can actually assess their team, have their team take it, and then the leader takes it, and then it gives you recommendations based on and I like how you did the scoring, I thought that was very clever. You say, think of your team team and your own well being like a depleting battery of your phone, you always have to keep recharging it. So you've got so many clever things in here. And then you talk about assessment, actually, because I took it measures full strength, stable connection, weak connection and disconnected when it looks like your strength of your phone, which is really great.

**Suzie Price** 36:21

So if a leader wanted to assess their team, they could do that. That could be part of the connection plan where they're connecting. And you can see where how people feel. And then there's exercises in there. And there's exercises in the book, what are some of the favorite connection plan exercises that a leader can do? You know, so you've got the whole company doing a conference once a year, but then the leader needs to be doing things on a regular basis. And maybe think of your most introverted because you're like to this leader and say, what would they could they do? Somebody who doesn't automatically pick up the phone? And just chit chat with people? What could they do to make a difference? The biggest difference? Yeah,

**Ryan Jenkins** 37:00

Yeah, thanks for giving a shout out to the assessment. Because yeah, we didn't want to just write and talk about this. We wanted to give tools to our clients and audiences and organizations around the world to quantify this. And so we wrote the book is kind of phase one to give awareness around the problem. And we provide some solutions and some ideas on what you can do. Phase two was, how can you measure it. So that's where the team connection assessment came in. And we worked with researchers at Harvard and the University of Canterbury. So it's empirically validated to actually measure how strongly connected your team are, is and identify some areas where there might be some weaknesses.

**Suzie Price** 37:34

And then, before you go off assessment quick and just say, I took it this morning, because I wanted to experience it. One is, the interface is real clean the questions makes sense. It's very practical. And the result, I mean, of course, I was just doing it in a me as though I was a teammate to see it. But I love the suggestions. There's tons of suggestions in there, and it gave you a rating, you know, green light, if you had a full string in yellow, if you know, so anyway, was just too easy to read. And it had a lot of good verbiage in there too, to remind you like a good summary from the book. And it was very reasonably priced. So just usually try to plug things but when something's good, and it'll help people make more connections, and it's an easy way, people are busy, and they need it kind of an easy way to connect. And I also saw and this is probably where you're going on. The third thing was a deck of cards that an individual could do an introvert could use to remind themselves to try to connect Okay, so you take it away, I didn't mean to interrupt, but I wanted to not me ntion how good that tool to me.

**Ryan Jenkins** 38:33

Suzie I'm gonna take you on all my client calls.

**Suzie Price** 38:37

Have a big assessment, not because I just believe we need a tool sometimes to order our thinking and to see how we're thinking and how we're feeling. You know, they're not the be all end all. It's what you do with it. But you need to have a good tool to start and gather insight. We talked about if awareness is, you know, big percentage of the cure. Assessments await good way to do it.

**Ryan Jenkins** 38:58

Yeah, wonderful. Well, I'm so glad to hear that. And thank you get to the third phase. And you're right, we created a connect deck that has 30 simple steps you can do as an individual and ideas, you pull one card a month that you just do that two to five minute activity that's on that card. And sometimes cultivating connection doesn't have to involve other people. So I know those introverts out there can rejoice. So again, loneliness isn't the absence of people. It's the absence of connection, one of the core connections we have to measure as humans is that connection with oneself. And so you can do that through meditation or prayer or you can do that through a gratitude journal.

**Ryan Jenkins** 39:36

Gratitude is one of the one of the big things to actually move loneliness in the opposite direction, because you're getting you're thinking about someone else. So you're getting out of yourself. So there's a lot of simple things we can do on our own. Taking four deep breaths, all kinds of different things that we can send ourselves create a better connection with oneself, which positions us then to then connect more easily or effectively with others around us. I think that's a ortant to note that the last thing I'll say the phase three is kind of our last phase in this. And so I'll tell you a bit more about this other project we've worked on. And then I'll give you an example of what we do there that to connect our team that'll be really practical for folks. The phase three was how do we create a scalable solution for organizations? So we created a product called rivet, it's just like a like a, the rivet mechanism that connects to things to make them stronger.

**Ryan Jenkins** 40:24

That's exactly, yeah, that's exactly what our tool does. It uses, it's an AI powered tool that actually connects to colleagues that are scientifically proven to develop a strong connection. And so based off of the gallops q2 employee engagement survey, which you rattled off some of those statements, which I'm super impressed that you, you knew all but one of those years do you have a best friend at work. So there's decades and decades of research saying that if you have just one other person at work, that you feel connected to performance, engagement, loyalty goes up. And so that's the whole purpose of our tool is to connect folks. And that gets a lot of the the things that normally keeps people from connecting, right, whether it be common interest, or personality types, or whatever, it removes all that and it greases, the wheels for us to really cultivate connection with others.

**Ryan Jenkins** 41:16

And so a part of the team that works on rivet, you know, we're a connection company. And so we're always trying to find new ways in which to cultivate the connection amongst our team members. And one way we do that is every week on our team call, we do what's called Connect five. And so we take five minutes at the top of the meeting for some person shares a picture of a non work related item. And so that exercise, yes, super simple. And it just gives permission for someone to share something and all of a sudden, you know, someone might share a picture of their marathon training, no one had any idea that person was in marathons, and they were extraordinary athlete. So it gives a new data point in which to connect, and it draws you closer to that individual.

**Ryan Jenkins** 41:59

And so there's subtle things like that, that we can do. And so again, I think perhaps one of the most encouraging items for folks and listeners to be thinking about as connection doesn't take a lot of effort. I mentioned 40 seconds is as little as time to take elevator. Yeah, yeah, just one other person. And then like, we use it at rivet, it's just five minutes at the top of a meeting to cultivate that sense of connection. So doesn't take a lot effort. And it, it goes a long way. When we when we can just be a little bit more intentional about it.

**Suzie Price** 42:27

I can remember being on the board of a group and I was running the meetings and I and everybody didn't want to do it at first, and it was just this kebab elated group, but I said, Okay, we're gonna do a heart check. And I'm like heart chat. Like I said, there's Suzy, she said, we will. So we did heart check, and everybody would go around, and the first time was a little stilted. And the second time, you could see that everybody was kind of ready, you know, they had their thing you know. And so it's the same, you know, that it made a huge difference. So I'm a big fan of this, this is great, does not take a lot of effort. What's one or two other exercises? So the photo is an exercise? What's another couple of exercises people could take to their team today? What comes to mind?

**Ryan Jenkins** 43:07

Yeah, you know, simple things, as far as you know, how do we how do we couple high tech with high touch? Right? So how can we are actually let's go back to the idea of how do we trade convenience for connections. So next time, you're going to send off an email, maybe call the individual right? Or instead of having that virtual meeting, maybe figure out a time where you can actually be in person with someone else to actually, you know, connect with each other. So how can you trade convenience for connection, something else that we found that that's very helpful is organizations will create what's called peer to peer coaching.

**Ryan Jenkins** 43:39

So it's exactly what it sounds like you find someone else that would want to be in a coaching relationship. And you meet once a week, where each person spends half the time coaching each other. So the first person will start and just share anything professional or personally. And the other person does what a great coach does, and they resist advice giving, and they just ask great questions. And they just listen to each other. And then they flip the tables and the X person shares personally and professionally. And so it's helpful because it creates an environment where you have that freedom to actually dig in, listen to someone else, right, you're, you're outside of yourself. And then it kind of creates that environment where you feel that connection with someone else. So you could create something formal inside the organization.

**Ryan Jenkins** 44:17

Or you could just raise your hand and ask someone else if they would want to be in a peer to peer to peer coaching situation. So that's another good example, doing something similar to what you're saying is, you know, the heart check, or it could just be Hey, let's go around and everyone say one thing that they're grateful for. And let's just start with gratitude. Because gratitude. Again, I know, I mentioned it before, but it takes you out of yourself thinking about somebody else. And that, again, doesn't take a lot of time, but that's something that can be really grounded. And then that the last example I think I'll give is this idea of how do we identify the beneficiaries of the labor? Because again, loneliness is not the absence of people. It's the absence of connection or connection that we need to monitor is our connection to our work, the connection to the what we're what we're doing and this Things we're involved with on a day to day basis. And so if leaders can draw a line from the work that they're doing to the people, the actual people that are benefiting from that work, research shows that engagement and performance goes up.

**Ryan Jenkins** 45:12

And so again, it's how do we draw that line from what we do and draw that connection line to the work or the person benefiting from that labor, whether that's external or internal, can go a long way. And too often we just, you know, we do an internal process, we're pulling our hair out thinking this is this is obnoxious This is why are we doing this? Well, there's someone down the line that has to have that information to be able to do their job. So they're benefiting from that labor. So if we can start drawing those lines that can go a long way to cultivating more connection as well.

**Suzie Price** 45:39

Would this just be a conversation that the leader would have maybe the team? Maybe it's an exercise in a team meeting? And where you say, Okay, who benefits from your work? And you have each person write that down? I mean, is that the actual practical application of that?

**Ryan Jenkins** 45:52

Yeah, I like to go back to the research of saying of just asking why just keep asking, why do we do this? Well, because this is because this, because my boss told me to well, why are they telling you to? Well, because of this, and we, the example we shared in the book was, there was a company that actually facilitated Porta Potty. So they would bring porta potties to construction sites, and, you know, not a very glamorous job, right? They're always thinking, how do we how do we have to identify the beneficiaries? And the the initial beneficiary is someone that's on a construction site that's actually able to, you know, find relief using a Porta Potti that's been delivered to their site, but we push them to keep asking why more than they actually came up?

**Ryan Jenkins** 46:30

Well, actually, it's this community members that are benefiting from us delivering these porta potties because these schools or this building, or this restaurant is being able to be built faster, because we're able to have these mobile units delivered to construction sites. And so that was a really good exercise of peeling the onion back far enough to where you get a crystal clear picture. Even though you might not ever meet that person, that person is benefiting from the work you're doing, no matter how glamorous or unglamorous it might be,

**Suzie Price** 46:59

yeah, yeah. And you probably hear that there's so many exercises that you have in here that are simple, and powerful, you know, so, yeah, so continually pointing back to that, and because that would be one exercise, and then the appreciation, and there's just so many things in there that you have that just help in a busy world, a lot of things you read and you go oh, yeah, yeah, that's a good one. So very, very good.

**Ryan Jenkins** 47:24

I'll get I'll get one over real quick that came to mind. We talked about psychological safety. Google did that big study around Aristotle. And they found that psychological safety is the number one thing that creates more higher performing teams. And one way to do psychological safety, or is to make sure you have proportional conversations. And this is really important for leaders because too often, they just tend to come in and say, here's where we're going. And here's the vision and what do you guys think? And everyone's like, Okay, we're gonna go with that. Leader. She's the leader. Yeah. So speaking last, right, making sure that everyone has proportion, to actually have a voice and contribute, that can go a long way in cultivating that sense of belonging and connection.

**Suzie Price** 48:04

Yes, yes. It's the leader sets the tone, the leader sets, the tone is so many ways and people, leaders forget that they forget, because they get so busy, but the minute they walk out the elevator or walk in the room, everybody's watching him, right? Yeah. So they start connecting everybody else well to Okay, so this is magnificent. Everybody needs to get the book, I want to do a couple of get to know you questions. And then we're going to wrap up with your last kind of bit of advice for people around connecting so be thinking about what you would say like that's what's the one takeaway that you'd like people to have? Let's talk about books or training programs that have been instrumental to you because you have an interesting career and you're an introvert who now is a traveling all over the country 70 You said 73 times last year you were in different cities speaking and so you know, what has influenced you what has gotten you here and and specifically around training and development and you know, what, what are things that have been instrumental for you?

**Ryan Jenkins** 49:06

I've always had kind of a cocktail of development that like I'm constantly reading so I read a lot of books. I also consume a ton of podcasts that are you know, some are leadership focus, others are kind of future of work and religiously like I found a handful that I listen to them every week. And then I also do so I guess.

**Ryan Jenkins** 49:27

My favorites are EntreLeadership, EntreLeadership, combo of entrepreneur and leadership, EntreLeadership, Work Life with with Adam Grant, The Happiness Lab, and I listened to some specific speaking related ones, Speakernomics and The Speaker Lab are some good ones. So this one of course, this one, Wake Up Eager Podcast.

**Suzie Price** 49:42

What are your favority podcasts? What do you think?

**Suzie Price** 49:51

I didn't expect that. What book what books are your favorite books?

**Ryan Jenkins** 49:56

Yeah,

**Suzie Price** 49:57

I'd like to hear that?

**Ryan Jenkins** 49:58

Yeah.

**Suzie Price** 49:59

Now like this. stuck with you or maybe something you read early on that really influenced you or

**Ryan Jenkins** 50:04

I really love Seth Godin, mostly just of how his brain works.

**Suzie Price** 50:09

Yeah, yeah.

**Ryan Jenkins** 50:10

And then I'm also a big fan of Malcolm Gladwell and the Heath Brothers and kind of how and I feel like a lot of my writing kind of mirrors theirs, I think I've been influenced pretty significantly for them. And the last book I read, just read was called the Referrable Speaker. It's very, you know, obviously speaker driven, but it really challenged me I don't think I've highlighted and there was a book that was so applicable to me than that book has been in the last decade.

**Suzie Price** 50:37

Oh, that's awesome. Yeah.

**Ryan Jenkins** 50:38

And then the book I'm reading right now is Jason Pfeiffer, who's the chief editor at Entrepreneur Magazine. And it's kind of a future of work book. But my next one I heard, it's called Strength To Strength. And it's all about how do you move from fluid knowledge. And then once after 40, you then kind of move into this idea of crystallized knowledge, and how do you transform your career to make sure you're, you're in a position where you're teaching and coaching versus, you know, executing? It's kind of this idea of, you know, before 30, you're the startup, you know, you're the head of the startup and then afterwards, you're the VC. And I just think that's so fascinating, and I got a good recommendation on that. So that's my next one I'm gonna read.

**Suzie Price** 51:21

Okay, I made notes of a lot of those, some of those I'm on and then some of them are like, Oh, something new Strength To Strength. That sounds interesting. Interesting. Okay, so we are all about wake up eager here. Wake up your workforce wake up eager individuals wake up eager leaders. And so a lot of the podcasts or business topics, but we also talk about mind, body and spirit to think about or share some of your favorite things to do for mental clarity, physical well being and your close connections that you do.

**Ryan Jenkins** 51:51

Yeah, I, when it comes to mind, clarity, I'm a, I'm a type of person that needs my physical space to be clear if my mind is going to be clear. So keep my desk and kind of a minimalist when it comes to like my desk, and even my desktop virtually has to be super. So I know as soon as things really get to clutter, that's a reflection of how much is weighing on me or perhaps how bloated my To Do lists are.

**Ryan Jenkins** 52:15

So that's a big thing for me is kind of the physical organization of, of my life, humans, when it comes to my car. As far as the body, I think, you know, in the mornings, working out taking, taking a run with the dog doesn't happen as often as I would like. And then I always see that kind of way when I'm traveling a lot and depending on the season, because I was like running outside in new places. But when it's when it's the weather isn't conducive, that gets really challenging. And then the Spirit. Yeah, thanks, connections can't forget about that.

**Suzie Price** 52:44

How do you stay connected to your family and your friends and your co workers? What's a couple of favorite things?

**Ryan Jenkins** 52:48

Yeah, I just I have a I don't know if it's just my personality, or if all of this research is just sunk in, but very easy for me to separate work and family and not check my phone at the dinner table or at a baseball game or with the family like I can very easily just not deal with it. And I love to just be super present with the family or whoever is in the moment there. So yeah, we've got a couple, we got a busy family. And so and then one tip that we do actually in our in our household that I think might be helpful is we narrate or activity on the phone. So if you pull out our phone, we have to actually narrate it out loud what we're doing, as a way to kind of check ourselves, right, because we've all been there to where if you're standing in front of someone, they just pull your phone out, they just like, it's like they beam out of that conversation like where do you go, but pull your phone out and go, Hey, I'm gonna check the calendar to make sure I'm available on that date. You mentioned, like your that lets the other person know, hey, I'm still involved in this, I'm just using this as a tool. And we do that my kids are, you know, I have three under seven. So they're not using devices like they will be someday. So we're trying to make sure that they know that this is a tool, not a toy, and it's about connection. So narrating our phone activities, helpful insight tool we use.

**Suzie Price** 54:04

That's a great tip. I like that, teaching them to communicate and connect.

**Ryan Jenkins** 54:08

That's right. And you mentioned social fitness, Suzie, and I think this relates well to this question, right? Physical Fitness. We all know that's important. We're all starting to understand that mental fitness is becoming more and more important. But what's lesser known is this idea of social fitness. And yes, we've all understood that. If you're not working out socially, you know, if you're not flexing that social muscle, it will atrophy just like when we all had to stay away from each other and 2020 getting back into big groups and it was clunky, right? We're like, how do I interact with folks? So social fitness is really key.

**Suzie Price** 54:39

Yes, it is. Yes, it is. Okay, we're coming up on our time here. Let's talk about a billboard if you could put a billboard anywhere. These are the last two questions. You can put a billboard anywhere so you can put whatever you want on it. You can have it anyplace in the world. What would you put on the Billboard? A lot of people are going to see it and then where would you put it?

**Ryan Jenkins** 55:01

I would we I live in Atlanta, Georgia. And it's so funny there's I don't know if it's a local heating and air conditioning company, but it's called Estes in their mascot is a yellow Labrador, we have the yellow Labrador. So whenever we drive by these billboards in Atlanta with the yellow Labrador on it, my kids think it's actually their dog or our family dog that's on. It's, it's hilarious. So they just think, you know, they have no concept of like, why would our dog be on this billboard. But so I would definitely have our actual dog on a billboard. And I would probably just have it say, we all longed to belong, commit to connection today.

**Suzie Price** 55:38

Ah, yes, we all want to belong, even though most grumpy person, you know, the grumpiness might be coming from a way of finding a way to connect with them. And I guess we have to focus on that to understanding individually how people would like to connect. Some people want a hug. And some people just want you to check in and reading them, which is some of the work I do is understanding what others want, not what we want so much. But everybody wants belonging but how they might want it might be a little different. Would you say that's true?

**Ryan Jenkins** 56:08

Absolutely. Yeah, we're at the end of the day, we were all got blood in our veins. And at the end of day, we all crave connection. But yeah, can look a little bit different. And for those folks that you think don't need it the out to your point, those might be the folks that need it the most and doesn't take much and head nod a smile. Just an inquisitive question can be all it takes to kind of pull that other individual. And so yeah, it's an art and it's clunky. But we got to do it.

56:34

Yep, we got to do it. And so with that comment, what's the last bit of wisdom that you want every leader to take away about loneliness and about belonging and being connected?

**Ryan Jenkins** 56:46

Yeah, it would simply just be, it just takes you, right? We've heard that that stands out to folks that read the book is that like, I don't have to go and like revamp company culture, or go convince other leaders that we have to do this. Just doing pro social behaviors yourself. You're the leader, you go first, right, we all go first as leaders. And so start demonstrating these pro social behaviors.

**Ryan Jenkins** 57:09

Because folks that are on the receiving end of pro social behaviors are 278% more likely to go extend that pro social behavior to somebody else. So a ripple effect can happen really quickly. And as leaders we go first. Doesn't take a lot of time to cultivate connection, just some intentionality. And it just takes us to start today.

**Suzie Price** 57:29

Perfect. Perfect. I want to encourage everybody to go get get this book Connectable: How Leaders Can Move Teams From Isolated To All In and I think Ryan, what did you say what it is it on the bestseller list? What is it was seven on the Wall Street Journal Bestseller?

57:45

That's amazing. That's amazing. Well, well done. And a great topic. And thank you so much for being on the podcast today. Really appreciate your time.

**Ryan Jenkins** 57:54

My pleasure. Thanks, Suzie.

57:56

Where are you inspired to do some more connecting to make a lot more sense now how you can be more connectable? Ryan shared that loneliness has been shrouded in shame for a long time. And I for one, I'm very happy that he and his co author have put a spotlight on this topic and move the shame out of the way because no longer is this an issue with so many of us have experienced this I know I have throughout my career and life. And so take action to connect. And it's not a static thing.

**Suzie Price** 58:25

It's something we get to continually focus on. So if you are feeling lonely, and know that you're not alone, I know that you can make small changes that can help you feel more connected. Take that awareness with you.

**Suzie Price** 58:37

After this discussion, he's got to connect that that we talked about as a deck of cards has 30 simple activities, and it says 30 simple activities to reconnect with humanity and your team, you'll see a link to that in the show notes, you can go check that out, it's really reasonably priced. And then if you're a leader, check out the book, I listened to it on Audible and enjoyed it got a lot out of it. And you can check out their team connection assessment, we'll have that in the show notes.

**Suzie Price** 59:01

And then I just kind of want to follow up if you've done our trimetric training, you've heard a lot of this in a different language. But the same idea we talk about and try metrics, the perfect order of valuing and making decisions. This is from the creator of the acumen science, which is the third science that measures how we think, feel and make decisions that measure our judgment. And we say if you've done some of the deeper dive training intrinsic is greater than extrinsic is greater than systemic. And without using those words, if you haven't done the deeper dive training its people have greater value than then tasked the doing then and TAs have greater value than the than the rules and the ideas all three matter you need to have the systemic the rules and ideas and you need to have the extrinsic which is the tasks and the doing.

**Suzie Price** 59:47

And of course you need to have the intrinsic which is the people and the feeling, but we always want to keep it in order people are greater than tasks are better greater than rules and idea so we always want to say and live there That's a connection before precision connection before doing connection before let me share the rules and you could think about that literally. So how can I connect with this person in everything that you're doing? So you create that psychological safety that we talked about in the discussion?

**Suzie Price** 1:00:16

Check out the show notes for all the things we discussed. pricelessprofessional.com/loneliness. It's all lowercase check out our podcast episode directory it's a wakeupeagerworkforce.com We've got more episodes coming got a wonderful new podcast producer KWells Companies is helping us get get more episodes in the queue. So more is coming your way.

**Suzie Price** 1:00:40

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**Suzie Price** 1:00:53

We also have an app ourselves, you can check that out on our website if any questions for me or any suggestions reach out pricelessprofessional.com/Suzie. Thank you for being here. Go connect with people, connect with your family tonight we have a felt connection, Connect with your friends. Have a great life, wake up eager and we'll see on the next episode or around the bend take care.

**Outro** 1:01:22

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