

3 Ways to Increase Connection and Community

When we **reframe** workplace struggles, we provide a new perspective that can help people relate to each other at a whole new level. Here is how it works:

REFRAME

1 The Struggle is Caused by Disconnection

When people are disengaged or caught in a workplace conflict, they often use ineffective strategies to reconnect. Some people blame, judge, and criticize. Others distance, withdraw, and avoid. We notice the change in the body language, facial expression, and tone of voice.

These behaviors are caused by feelings of disconnection and attempts to reconnect. We say:

I hear how difficult this has been for you. It sounds like you are both feeling disconnected.

REFRAME

2 Blame the Negative Cycle Instead of People

Team members often get caught up in the “blame game”. They tend to think that problems are caused by only one individual. However, every problem with disengagement or conflict is caused by a negative cycle that keeps people disconnected. These problems do not occur in isolation, they occur in a relationship; everyone contributes to the negative cycle.

In this reframe, we identify the negative cycle as the enemy, rather than blame the people, and we align everyone against the cycle, not each other. We say:

It sounds like you are both caught in a terrible negative cycle that has taken over your relationship.

REFRAME

3 Restore Connection with Attachment Anchors

Even in the most difficult conflicts, we can still identify attachment anchors. Attachment anchors are powerful shared values that can help restore relationships, connection, and community.

The most common attachment anchor is that of caring for each other, for the project, team, and organization. The fact that individuals are in conflict indicates that they have a strong desire to reconnect. We say:

I know how much you care about this project and how much you care about each other.

Using these reframes help us to build a more connected community in the workplace.



EmC Leaders empowers you to engage team members and resolve conflict so your team can be productive again. Learn about our online EmC courses and resources at www.emcleaders.com