



Leadership problem?
Engagement problem?
Loyalty problem?

Think again.

Connection Problem



THE *Power* OF
HUMAN CONNECTION:
2023-2024 PROGRAM GUIDE

I'm *Erin*.

I'm on a mission to help leaders and their teams show up, engage, and connect at the human level. Ten years in hospitality leadership plus two years in the Peace Corps combined with ten years of facilitating workshops to thousands of participants in seven countries later, if there's one truth I've discovered, it's this:

The more organizations, leaders, and frontline teams insist their problems are unique, the more evidence I discover that the traits that connect us are universal.

I work with leaders and organizations, from the frontline to the C-Suite, teaching them to redefine perceived problems with leadership, engagement, and loyalty, and focus on the real issue: *connection*.



Unlocking human connection is the key that drives your business, and vision, forward.



Framing Feedback:

Creating environments where feedback flows

Can I give you some feedback?" might be six of the most fear-inducing words spoken in a business setting. Feedback tends to get delivered rarely, poorly, and normally when something has gone wrong. Therefore, people tend to avoid giving it and getting it.

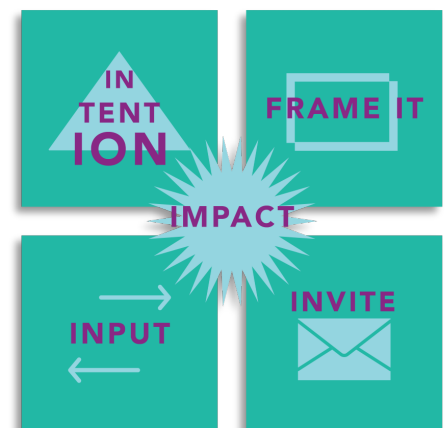
However, when delivered clearly, consistently, and correctly, feedback conversations promote growth, learning, and development. When individuals and teams embrace feedback as a regular practice and not a yearly event during performance reviews, collaboration soars, engagement increases, and productivity improves.

What You Can Expect:

- Practice framing, preparing, and delivering feedback using the Connected Conversations Framework
- Discover the relationship between feedback and coaching conversations and how both engage and motivate your team
- Explore how to create an environment and cadence for impactful conversations, including how to prepare and frame a conversation
- Learn how to handle emotional responses, resistance, lack of agreement, and other ways feedback conversations can go sideways so that leaders build confidence in having feedback conversations

This program is for leaders and teams that want:

- To create a culture of accountability and responsibility
- A common cultural language to encourage candid conversations
- A more productive and aligned team



Difficult Conversations:

Embracing the inevitable to build trust and strengthen relationships



How often do you avoid people and confrontations because you're intimidated, worried, or concerned by the other person's potential reaction? Perhaps you put off conversations that you know you should have because it's easier to avoid and ignore the situation than to confront the person.

In business, and in life, difficult conversations are inevitable. The cost of ignoring them or doing them poorly is too high on our psyche, performance, and general happiness to ignore.

With planning and practice, difficult conversations can result in strengthened relationships, deeper levels of trust, and a true understanding of what's really going on to avoid future misunderstandings.

What You Can Expect:

- Discover the number one underlying issue that makes conversations difficult and how to address it
- Explore the Response Equation: Practice the power of the pause in determining how you respond to a situation and determine if it's a conversation worth having
- Apply the elements of the Connected Conversations Framework and use them to plan and prepare for productive conversations
- Embrace the ideal outcome for a difficult conversation and let go of finger-pointing, blaming, and right vs. wrong thinking



This program is for leaders and teams that want to:

- Feel confident in handling difficult conversations
- Stop wasting time, energy, and emotional labor on avoiding conversations
- Have a team that is cohesive, conversational, and embraces conflict to grow

Courageous Conversations: Creating Connection from Chaos

Turn misunderstandings into opportunities for loyalty and trust

We all crave relationships built on trust. Where conversation flows, where collaboration comes naturally, where we feel connected and understood. But...what happens when things go sideways? Misunderstandings occur. Drama ensues. Time is wasted. Confusion takes over. Relationships suffer.

The good news—there is another way! In this workshop, you will learn to apply the Deflate, Relate, Elevate formula to reach true understanding, create connection, and rebuild strong relationships—without having to take on more responsibility. Discover how disconnections and misunderstandings provide an opportunity for greater understanding, cohesion, and alignment when you engage in conversations using the formula.

What You Can Expect:

- Explore the art of appreciative inquiry and asking questions to engage and understand
- Learn how to embrace tough conversations and relieve the pressure of having to be the problem solver and fixer for all scenarios
- Understand how your well-intentioned phrases, behaviors, and habits might make a situation worse, and learn what to do instead

This program is for leaders and teams who want:

- To transform the way you listen and engage in conversations
- Colleagues, clients, and a team that truly feels heard, seen, and understood
- To take on less responsibility of having to be the problem solver and solution provider
- A simple, practical, and actionable formula to engage in challenging conversations



The Power of Human Connection

Tapping into curiosity, care, and courage to create cultures of connection



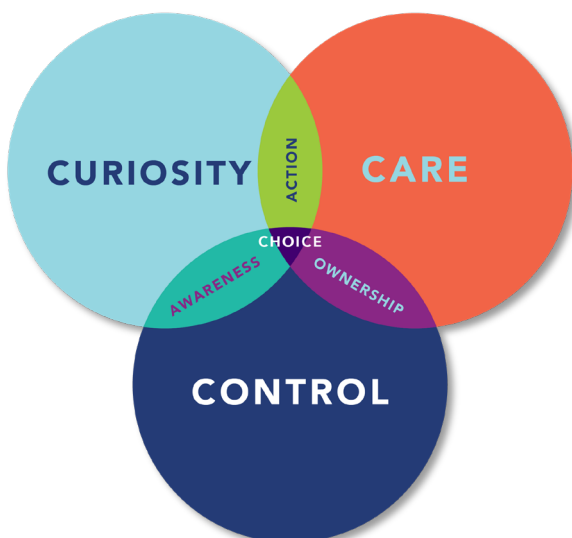
Imagine a culture of collaboration, innovation, loyalty, effective communication, trusted relationships, and enjoyment at work. Sound like a dream?

The number one indicator of a high-performing team is the presence of psychological safety and trust that comes from connection: human connection.

This keynote helps participants unlock the power of human connection by exploring the connection framework: how to bring curiosity, care, and courage to create the connection we crave. They'll discover Connection Crashers: the words, actions, and habits we say and do that slowly crumble connection and what to do instead.

What You Can Expect:

- Learn practical methods on how to show up when faced with challenges day after day
- Discover the skills required to lead with empathy by moving beyond the cliché "walk in people's shoes" and embrace the effort of empathy and how it is the foundation for connection
- Ditch the normal "active listening checklist" and replace it with listening techniques that make people feel heard



This program is for leaders and teams that want to:

- Create cultures based on human connection where people can be seen, heard, and understood
- Understand how to create experiences for teams and clients that promote loyalty and retention

Presenting with Impact & Influence:

Presentation skills to command the room and create connection

Whether you are a seasoned leader or stepping into a new leadership role, the ability to present with power, command a room, and create impact for the people you are leading is a must-have.

From the tone of your voice to your body language in the meeting; from the questions you ask and the flow of your presentation, every moment is an opportunity to shift perspectives, create opportunities, and influence action.

Presence, authenticity, authority, empathy, and gravitas are all skills that can be learned, enhanced, and strengthened. Through skill training, feedback sessions, coaching, and a lot of practice—leaders will soon be captivating and influencing their own audiences and clients.

What You Can Expect:

- Become aware of your verbal and non-verbal communication styles and how they are helping or hurting your authority
- Discover how to stay cool under pressure in high-stakes environments
- Explore how to impact with intention and craft a message that serves a purpose

This program is for leaders and teams that want to:

- Speak to groups with greater confidence, influence, and authority
- Learn how their current communication style impacting their teams
- Develop their natural and authentic delivery style to create connection and trust





Delivery Options & Modes

The delivery of each program can be customized to meet your particular needs:

ONLINE • IN PERSON

HYBRID OF BOTH

AS INDIVIDUAL COACHING

SMALL GROUP WORKSHOPS

KEYNOTE PRESENTATIONS

**TO ACCOMMODATE TIME RANGES
FROM 1.5 HOURS TO MULTIPLE DAYS**

Engage Erin for:



SPEAKING



TRAINING



COACHING



FACILITATING

Erin's Story

Erin O'Malley understands the connection between strong leadership, engaged teams, and loyal customers. Ten years in hospitality leadership proved the perfect playground to hone her leadership expertise and teach her a thing or two about customer experience.

Looking for a new audience to lead, she headed to Panama to serve as a Community Economic Development Volunteer in the Peace Corps. From drawing pictures in the sand, when it was the only medium available, to enabling community leaders to earn micro-financing, two-plus years living on an island of 300 people gave Erin a new perspective on work, leadership, and what makes people tick.

In all of her work roles, in all of the places she's lived, and in all of the characters she's encountered, she discovered there was a common thread that tied the places, people, and possibility together: the power of human connection.

Since her return from her Panamanian adventure, she's broadened her facilitation and consultation work out to other industries. From BMW to Delta Airlines, The Kennedy Center to AvisBudgetGroup, Amgen Pharmaceuticals to Hilton Hotels – the more organizations, leaders, and frontline teams insist their problems are unique, the more evidence Erin discovers that the traits that connect us are universal.

She now shares her Connection Framework, how to bring curiosity, care, and control to create cultures of connection. Erin practices what she preaches in her keynote presentations and interactive workshops, connecting with her audiences through her contagious energy. Her work focuses on giving people the tools and inspiration they need to imagine what's possible and discover their impact.

