

**CONNECTION  
HEROES**

# The Power of Connection

Building a culture of connection for better  
staff engagement and **better patient care.**



# Introducing Di Gates

**Fuelled by her mission to unleash the power of human connection in workplaces across the world, Di is the founder of Connection Heroes - an innovative training provider that helps organisations strengthen connection, communication and collaboration in today's fast-paced, distributed world.**

Di's passion for connection comes from 25+ years of running businesses, leading remote innovation teams and driving complex organisational change programmes.



Combining agile values, human-centred design, evidence-based neuroscience, and organisational psychology, Di's work is helping leaders create happier, healthier, high-performing teams.

Di's talks and workshops share her insights and energy to inspire whole organisations to unleash the power of human connection, especially through periods of challenge and change.

**This particular keynote is tailored to NHS & healthcare audiences.**

# The Power of Connection

**Di's inspiring keynote, The Power of Connection, challenges your people to imagine what's possible when they operate as a truly connected team - where everyone feels seen, heard, valued and trusted.**

For most organisations, this improves productivity, innovation and team performance. But in healthcare, better team connection can also save lives, as evidenced by Michael West's important research (see final page).

The latest NHS Staff Survey indeed suggest a real need to improve connection:

- 53% of staff experience strained relationships at least some of the time.
- Only 53.7% believe different teams within their organisation work well together
- 42.4% have felt unwell because of work-related stress in the last 12m.
- The NHS Compassionate Culture score has fallen below 7/10 for the first time since 2022.



# The Power of **Connection**

Attendees will gain fresh personal insight and learn techniques to “stay in the connection zone”, where they can be better leaders, managers and colleagues - even in the fast-paced, high-stress world of healthcare.

They'll discover why this is so important within the NHS, where high-quality care is not delivered by talented individuals - but by teams who communicate well, trust one another and feel connected to a shared purpose.

When space permits, this session incorporates moments of physical interaction to boost energy and connection, with digital participation options for larger, virtual and hybrid audiences.

Your people will leave more self-aware, more connected and more confident in what they can achieve together - with a clear understanding of how better connected teams create the conditions for better patient care.





# Testimonials

## Leaders say...

“Di delivered a thoughtful and highly engaging session at our Conference on the power of human connection.”

“The content landed strongly, we had consistently positive feedback, and people were already talking about how to apply her ideas in their day-to-day work.”

“What stood out was Di’s ability to translate well-grounded thinking into something practical, relatable and relevant.”

“It gave our people space to reflect, challenged some assumptions, and sparked meaningful conversations that continued well beyond the event itself.”

## Attendees say...

“The most useful 60-minute workshop of my entire career.”

“A brilliant talk that really got us thinking about human connection and how we get the best out of one another.”

“Absolutely fantastic talk ... really thought-provoking and relevant”

“The session was interesting, informative and thought provoking - thank you!”

“Really helpful and inspirational session. Di is amazing.”

“Keep doing what you're doing, its important!”

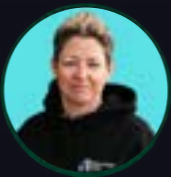
# Let's Connect!

**The Power of Connection** can be tailored to suit speaker or workshop spots between 45 and 120 minutes.

It can be delivered in-person, online, or hybrid.

Our planning calls make sure I understand the context for delivery, including your team's unique challenges and goals, so I can tailor the session to land and have real impact.

Investment starts at £2500+VAT, plus expenses if needed. Other workshops are available - happy to chat!



**Di Gates**

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# A Note on **Michael West**

**This session incorporates data and findings from the work of organisational psychologist, Professor Michael West.**

West explored the relationship between the NHS employee experience, staff engagement and patient outcomes. His research consistently found that organisations with more engaged staff achieved lower patient mortality, lower rates of healthcare-associated infection, and higher levels of patient satisfaction.

His conclusion was clear: the experience of NHS staff and outcomes for patients are intrinsically linked.

He argued that high-quality care is not simply delivered by talented individuals. It is delivered by teams who communicate well, trust one another and feel connected to a shared purpose.

Our goal is to provide NHS teams with the mindset, skilset and toolset needed to build this true connection - for the benefit of people, performance and patients.

