



SOCIALBIOME

## Does Your Workforce Feel Safe Enough to Perform?

The missing condition behind burnout, disengagement, and  
breakdown in performance.

Introducing **Relational Coherence**.

*Presented by*

**Lori Wallace**

Founder. Steward of Relational Coherence

**SocialBiome**



## Are you able to predict and maintain workforce performance?



### Message from Lori Wallace Founder, Steward of Safety

Organizations are rightly focused on maximizing workforce performance.

Billions are invested each year in hiring, training, leadership development, and culture initiatives. And yet—burnout persists. Performance stalls. Teams struggle to collaborate under pressure.

What's missing is not strategy, talent, or effort. **It's safety.** Not physical safety—but emotional and social safety.

At its core, performance is biological. The human nervous system is constantly scanning for cues of safety or threat in the social environment. When people feel safe, the system opens—supporting clarity, connection, creativity, and sustained performance.

When people feel under threat—whether from pressure, disconnection, or lack of trust—the system shifts into protection. Cognition narrows. Collaboration breaks down. Performance declines.

This is not a mindset issue. It is a physiological one. And it is the most overlooked driver of performance today.

**SocialBiome was created to address this gap.** To build the conditions where people feel safe enough—emotionally and socially—to think clearly, work together effectively, and perform at their highest level.

Because the future of success will not be determined by talent alone—but by whether people feel safe enough to use it.

#### Lori Wallace

Founder, SocialBiome

## When Goals Go Unmet

**Across industries, and especially in healthcare, organizations are facing an escalating reality: people are operating under mounting nervous system strain.** This is not conducive for work. Quite the opposite, nervous system strain disrupts work.

That jibes with these alarming stats:

- 70% of employees are disengaged ([Gallup](#))
- Workplace stress costs \$300B annually in the U.S. ([UMass Lowell](#))

### **Key Intel: Google's Project Aristotle**

Between 2012 and 2014, Google ran a project called Aristotle to try to understand why some teams operate at peak performance while others with the same skill levels, break down. The findings were ground breaking.


**The primary indicator of performance was safety, not skill.**

**Skills training will not solve the problem.**

Traditionally, organizations have invested heavily in workforce solutions, viewing breakdown solely as an issue of leadership training, clarity and workload. While these issues matter significantly, they fail to address the heart of the matter: chronic nervous system dysregulation amongst the workforce. (Click [here](#) to view the full comparative analysis between traditional versus nervous system centric approaches.)

Research published in Harvard Business Review shows that leadership training alone rarely produces lasting organizational change. ([Reference](#))

**What is missing is the presence of workplace conditions that foster emotional and social safety for all.**



**The Leading Indicator of  
Team Performance is  
Emotional & Social  
Safety**

## A Core Solution: Relational Design

**SocialBiome introduces a foundational framework built on 5 Core Conditions that support emotional and social safety at work—thereby supporting environments of peak performance.**

### 5 Core Conditions

#### **Social Intelligence**

Developing shared understanding of human behavior and nervous system dynamics via “The Three Intelligences”, which include: 1) Nervous System Intelligence, 2) Living Systems Intelligence, and 3) Relational Leadership Intelligence.

#### **Social Agreements**

Establishing clear norms and expectations for how people communicate, make decisions, handle tension, and work together across teams.

#### **Social Infrastructure**

Creating the structures, practices, and rhythms that support healthy interaction and collaboration throughout the organization.

#### **Social Meaning**

Connecting daily work to a shared sense of purpose so that individuals understand how their contributions support the mission and the whole.

#### **Social Pulse**

Maintaining ongoing awareness of how the system is functioning by regularly sensing trust levels, tension, and emerging issues within teams.

These **5 Core Conditions** amplify the human capacity to interpret, regulate, and relate.

**They promote emotionally and socially safe work environments that support high functioning teams.**

### #1 Social Intelligence

Common language and strategies for human relating that root into the 3 Intelligences and thereby tap into the very way humans are wired for safety, including: interpreting relational dynamics, recognizing stress signals, and guiding teams with nervous-system-aware communication.

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### #2 Social Agreements

Communication practices that cultivate trust and reduce threat responses. Teams apply agreements around curiosity before assumption, call-and-response communication, affirming permissions, and clear pathways for raising safety concerns and resolving conflict.

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### #3 Social Infrastructure

Engagement of structures that support coordination and enlivened process, including SocialBiome employee councils, continuous leadership intelligence support, board connection points, and meeting designs that center meaning, nervous system arrival, and inclusion of diverse voices and perspectives.

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### #4 Social Pulse

Continuous sensing of system health through trust surveys, leadership listening, management walk-throughs, onboarding feedback loops, idea channels, informal meeting pulses, and short feedback cycles following key initiatives.

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### #5 Social Meaning

Continuous affirmation of role impact and the working department's role in service delivery through ecosystem role mapping, customer impact storytelling, and seasonal reflection of departmental mission and ethos.

## Emotional & Social Safety Requires Persistent Care

### A Living Framework

**SocialBiome** serves as steward of relational coherence, working alongside leadership and staff to guide and nurture a high trust environment.

The stewardship role is intentionally positioned outside of internal hierarchies in order to preserve emotional safety via honest dialogue and clear insight.

### Initial Engagement

The work begins with a structured 6-month cycle, initiated with executive and manager level training into the 3 Intelligences, followed by Social Agreements (month 4), Social Infrastructure (month 5), and Social Meaning (month 6).

Depth support includes one-on-one servant-leadership coaching (bi-weekly) and leadership team engagements (once monthly), plus baseline assessment of Relational Coherence via the SocialBiome index (under 10 questions).

### Full Integration & Ongoing Stewardship

This includes:

- Leadership communication to staff of **SocialBiome** partnership
- Training of remaining supervisory staff into the three intelligences
- Development of the remaining 4 Root Conditions, including Social Agreements, Social Infrastructure, Social Meaning, and Social Pulse
- Non-invasive training/inclusion of staff

**SocialBiome** serves as an ongoing partner to nurture and grow social and emotional safety at work.

Like any living system, human systems are alive and require ongoing care—including continued relational touch points, such as:

- Recruitment/Onboarding/Retention/Exiting
- Culture Enhancement
- Ongoing Leadership Support & Guidance

## ROI Scenario: Hypothetical Pharmacy Department

### Over 500% Return on Investment

Higher retention, reduced overtime & agency cost, reduced med errors and readmissions.

Monthly SocialBiome Investment: \$9,500  
Total Potential Preserved Value: \$505,000, annually

### Sample Workforce Profile

- 40 Pharmacists (avg fully loaded cost: \$200,000)
- 110 Pharmacy Technicians (avg fully loaded cost: \$100,000)
- 12% annual turnover
- Overtime / agency reliance due to vacancy strain

### Retention & Vacancy Cost

- At 12% turnover:
  - 5 Pharmacists depart
  - 13 Technicians depart

Replacement cost (conservative 100% of salary):

$$5 \times \$200,000 = \$1,000,000$$

$$13 \times \$100,000 = \$1,300,000$$

Total Annual Turnover Exposure: \$2,300,000

If SocialBiome supports retention of just two employees in each category:

$$\$200,000 + \$100,000 = \$300,000 \text{ preserved}$$

### Overtime & Agency Cost

- If agency/overtime spend equals \$500,000 annually:
- A modest 10% reduction = \$50,000 preserved

### Medication Error Risk

- The average cost of a preventable adverse drug event (ADE) is estimated at: \$8,000–\$10,000 per event (AHRQ benchmark)
- Preventing even 10 events annually: \$80,000–\$100,000 preserved

### Medication Management

- Medication-related readmissions are significant contributors to 30-day readmissions.
  - Even preventing five medication-related readmissions at an estimated \$15,000 per readmission cost exposure: \$75,000 preserved

## Take Action

**The work begins with a conversation to explore what's possible for your organization.**

Request a Meeting:



EMAIL

Lori Wallace brings more than two decades of experience advising complex organizations, including Kaiser Permanente, Sutter Health, UCSF, and Scripps Health.

Her work spans executive recruiting, workforce strategy, and leadership advisory — partnering with executive teams and boards on talent, structure, and organizational alignment.

**SocialBiome** integrates this experience with living systems design, nervous system literacy, and relational-based leadership.

[www.socialbiome.net](http://www.socialbiome.net)

