



SOCIALBIOME

The Future of Success is Social

Executive Brief

Building the human infrastructure for
social and emotional safety at work.

Presented by

Lori Wallace

Fractional Leader
SocialBiome



Does your workforce trust you?

A Note from the Founder:

Organizations are rightly focused on the pursuit of maximizing workforce performance.

Billions of dollars have been Invested into hiring, training, leadership development, and culture initiatives.

But in that pursuit, something critical has been missed outside of strategy, talent or training. **It's safety.**

Safety correlates to the human autonomic nervous system response to work—whether people feel safe, emotionally and socially.

This is highly relevant. Biologically, when the nervous system senses threat, the body shifts into protection mode, which narrows cognition and the capacity to collaborate—and work declines.

Neuroscience shows us that this is not a mindset issue—it's a physiological one. And making this connection to performance has the capacity to unleash limitless capacities of commitment, creativity, and achievement.

This is the gap SocialBiome was created to solve. Because the future of success will not be determined by talent alone—but by whether people feel safe enough to think, relate, and perform under pressure.

Truly, the future of success is social. Are you in?

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 such as:

- Leadership training
- Wellness initiatives
- Culture programs
- Engagement strategies

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
of Team Performance
Emotional & Social
Safety**

A Core Solution: Relational Design

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

5 Root 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 Root 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.

#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.

#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.

#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.

#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 organizational social ecology, 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 trust via the SocialBiome survey (under 10 questions).

Full Deployment & 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: \$9,500K
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

