



SOCIALBIOME

Does Your Workforce Feel Safe Enough to Perform?

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

Introducing **Relational Coherence**

Presented by

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SocialBiome



Are you able to predict and maintain workforce performance?



Message from Lori Wallace

Founder of SocialBiome

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.** And not physical safety—but rather 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.

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's in alignment with these alarming stats:

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

Google's Project Aristotle: Skill is not the primary indicator of performance.


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.”** [[Reference](#)]

Harvard Business Review: Skills training does 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 Conditions that support emotional and social safety at work—and thereby 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 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 in 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 Attention

Organizations function best when the human conditions surrounding trust, communication, and collaboration are intentionally supported and stewarded.

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.

Trimester Design

The work begins with a structured trimester engagement designed to establish and strengthen the relational conditions required for emotional safety, trust, collaboration, and sustainable performance within healthcare environments.

Each trimester builds progressively over time:

- **1st Trimester — Social Intelligences:** Individual and group awareness, relational practice, and leadership development
- **2nd Trimester — Development & Design:** Development of Social Infrastructure, Social Meaning, and Social Agreements across the organization
- **3rd Trimester — Integration:** Integration into leadership communication, meeting environments, staff participation, and day-to-day operational culture
- **Continued Stewardship:** Ongoing guidance, adaptation, monitoring, coaching, and interdepartmental integration to support long-term relational coherence and organizational health

This model, which begins with the executive leadership ‘try-mester’ serves as both a developmental foundation and an organizational assessment period—allowing leadership to directly experience the work while evaluating readiness, alignment, pacing, and opportunities for continued integration.

ROI Scenario: Hypothetical Pharmacy Department

Over 500% Return on Investment

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

Monthly SocialBiome Investment: \$11,865
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 needed 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

