



KEYNOTE 2: HYBRID LEADERSHIP, EMPLOYEE ENGAGEMENT, WORKPLACE CULTURE

The Case for Caring Leadership®

“Care at work” has been misunderstood and often dismissed as soft, optional, or in conflict with performance. Yet in a world of AI acceleration, change fatigue, and increasing pressure on leaders, care is not a perk. It’s a strategy. Caring leadership builds the trust that enables clarity, accountability, and execution, especially across remote and hybrid teams.

In this keynote, based on Heather’s bestselling book *The Art of Caring Leadership*, and her analysis of 40,000+ employee comments, she makes the business case for caring leadership and shows what care actually looks like at scale: measurable, operational, and leader-owned. Leaders leave with practical behaviors that strengthen culture, improve employee experience, and reduce preventable turnover—without lowering standards.

Customize the Keynote

Select 3 behaviors from the 9 that your group could benefit from the most.



Belonging At Work



Listening Cultures



Team Resilience



Team Decision Making



Whole Person Leadership



Employee Empowerment



Psychological Safety



Self Leadership



Strengths-Based Leadership

This program is perfect for:

- Executive and senior leaders accountable for culture, retention, and engagement
- Senior leaders who want to move beyond engagement surveys into measurable culture change
- Leaders navigating remote, hybrid, or distributed teams who want care to scale without losing accountability

The audience will leave with:

- The nine daily behaviors of Caring Leadership® that build trust, strengthen accountability, improve engagement, and reduce preventable turnover
- Practical strategies to scale care across remote, hybrid, and distributed teams
- Repeatable actions that create a high-trust culture where people stay, perform, and grow
- A clear framework for making care operational, not an afterthought, but a leadership practice



“Heather was one of the *best* speakers we’ve ever had.

Her inspirational words helped our organization's leaders think about how they'll move forward in the new world of business we're all now navigating.”

STEVE HANSEN | CEO, Presbyterian Medical Services