

The *Positive Edge*[®]

Understanding & Appreciating Our Differences

Optimizing Communication, Cooperation & Connection



by Tina Hallis, Ph.D.

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Differences can frustrate us



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Our perspective



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PERSPECTIVE



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What do you see?



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What words come to mind?



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What can we do to understand & appreciate our differences?



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Our survival instinct



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Five factors that trigger threat/reward response (SCARF)

Status

Certainty

Autonomy

Relatedness

Fairness



Dr. David Rock
NeuroLeadership Institute

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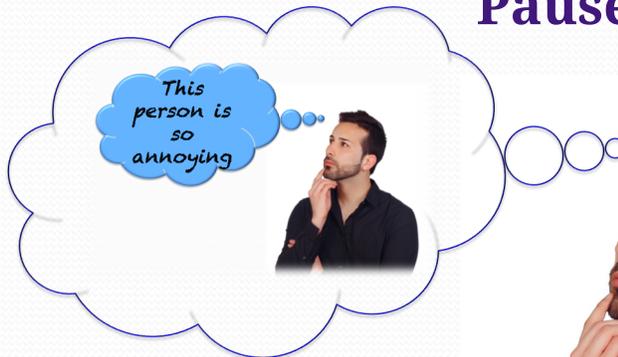
What can we do?



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Pause & notice



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Choose

How interesting that they have a different perspective!

I can remain calm and not get triggered.

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Pause – Notice - Choose

How interesting!

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Practice Pausing & Noticing

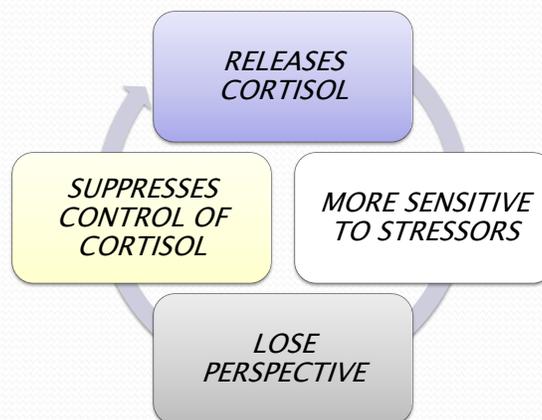
- Movies
- News
- Social media
- Phone calls
- Meetings



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Our cortisol cycle



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Unexpected behavior



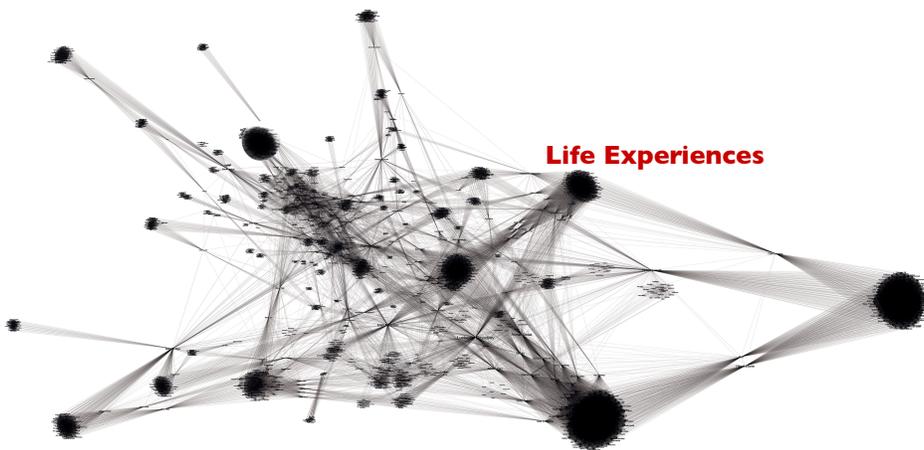
*Is everything
OK?*



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What shapes our perspective?



Life Experiences

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The impact of life experiences

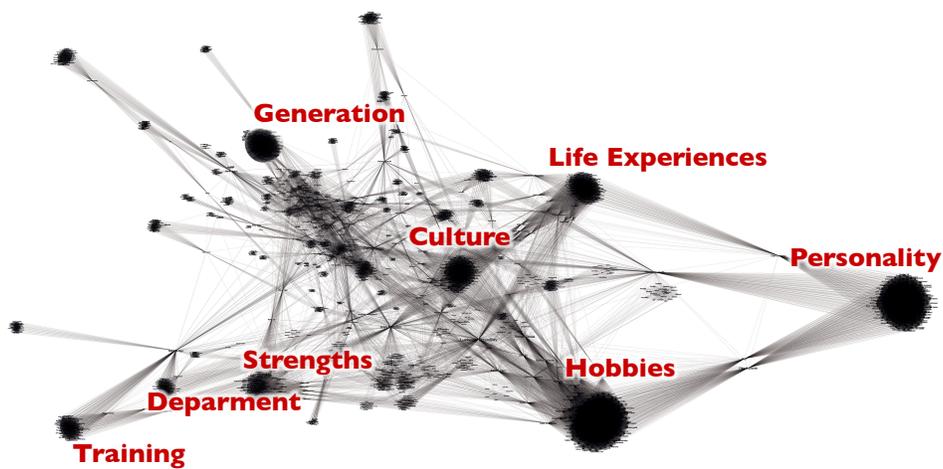
- Japan Tsunami in 2011 killed 22,000 people
- Hurricane Katrina in 2005 hit FL and LA killed 1800 people



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What shapes our perspective?



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Departmental tribalism

Customer Service

Safety

Manufacturing

Finance Marketing

Research & Development

Human Resources

Sales

Shipping & Receiving

Quality Assurance

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How can we increase feelings of connection?



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“In the brain, the ability to feel trust and empathy about others is shaped by whether they are perceived to be part of the same social group”

Dr. David Rock is a best-selling author and the cofounder and director of the NeuroLeadership Institute, a global initiative bringing neuroscientists and leadership experts together.

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Create greater connection

- **Strengths** – strengths finder or VIA
- **Personality** – DiSC, Myers Briggs
- **Life experiences** – team activity, ice breakers
- **Work experience/training** – CVs on intranet
- **Hobbies**– ice breakers, profiles on intranet

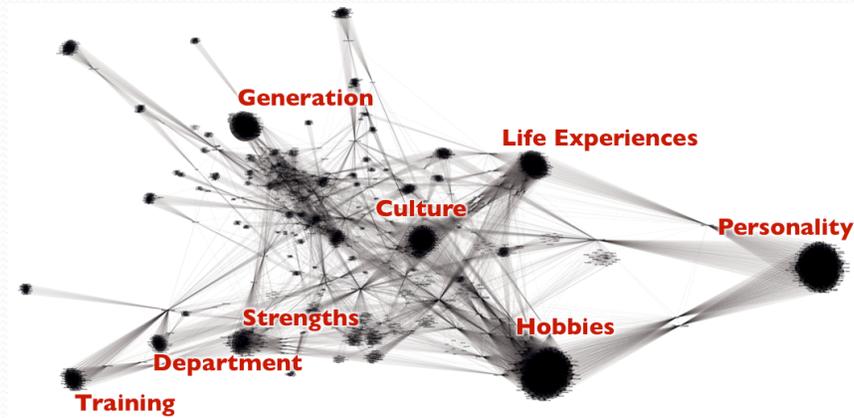


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Icebreaker

Find 5 things you have in common with your group



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Pick a question (learn about each other)

- What are 2 to 3 other jobs you've had?
- What are your top 3 favorite movies?
- What are your hobbies?
- What different places have you lived?
- What are your favorite vacation spots?
- What do you like to do in your spare time?

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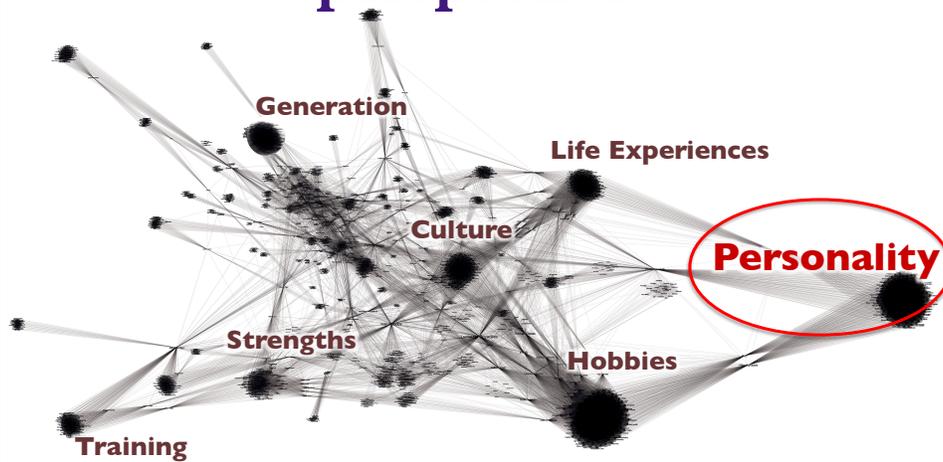
Life experiences activity



Describe a life experience that has shaped your perspective – who you are and how you see the world

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Our personality shapes our perspective



Personality

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What is personality?

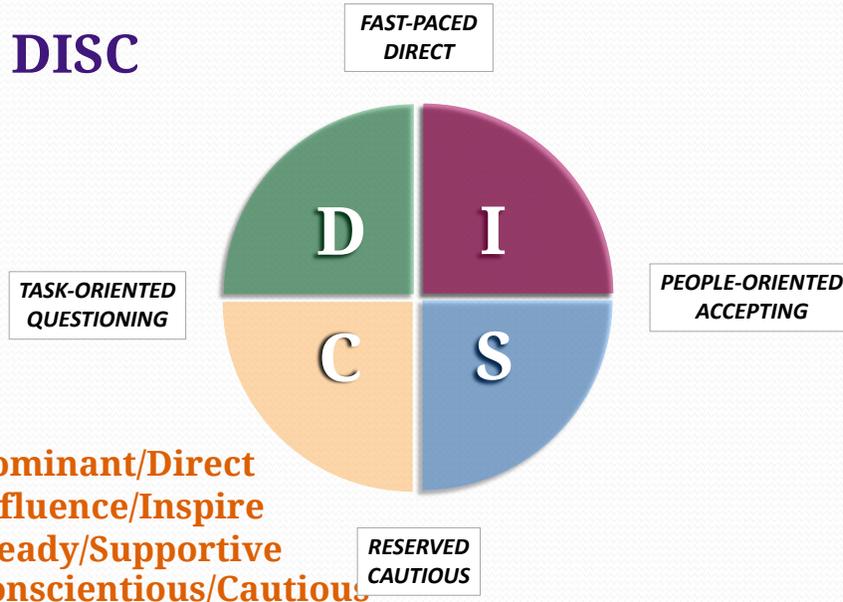


Patterns of
emotions,
thoughts,
and behaviors
that persist across
situations and
endure over time

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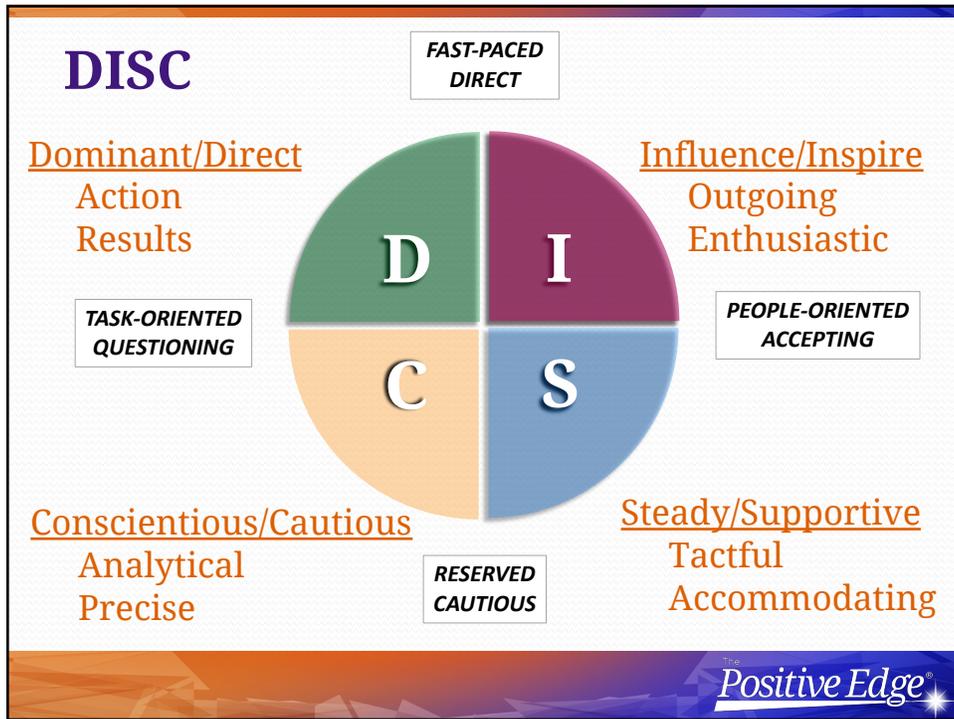
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DISC



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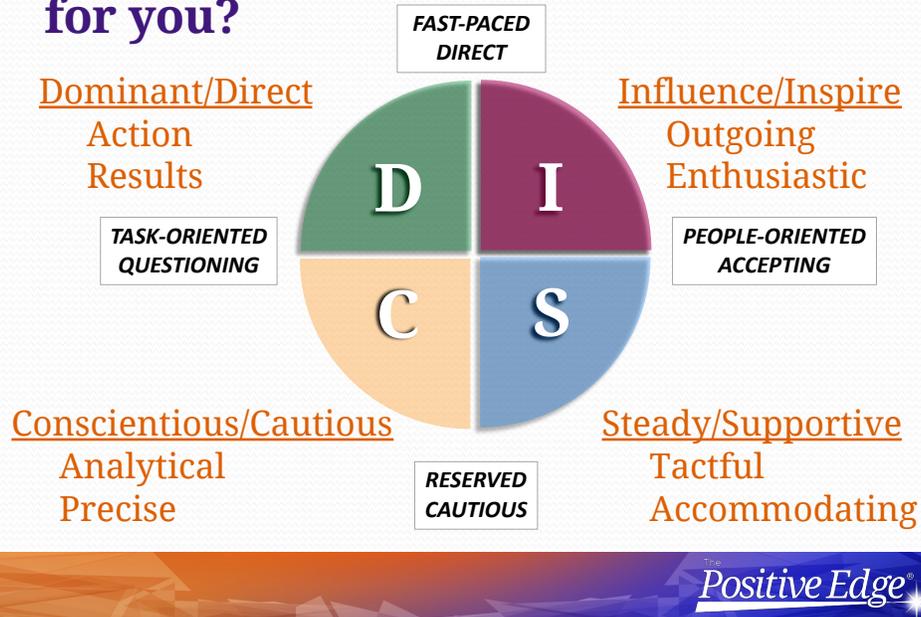


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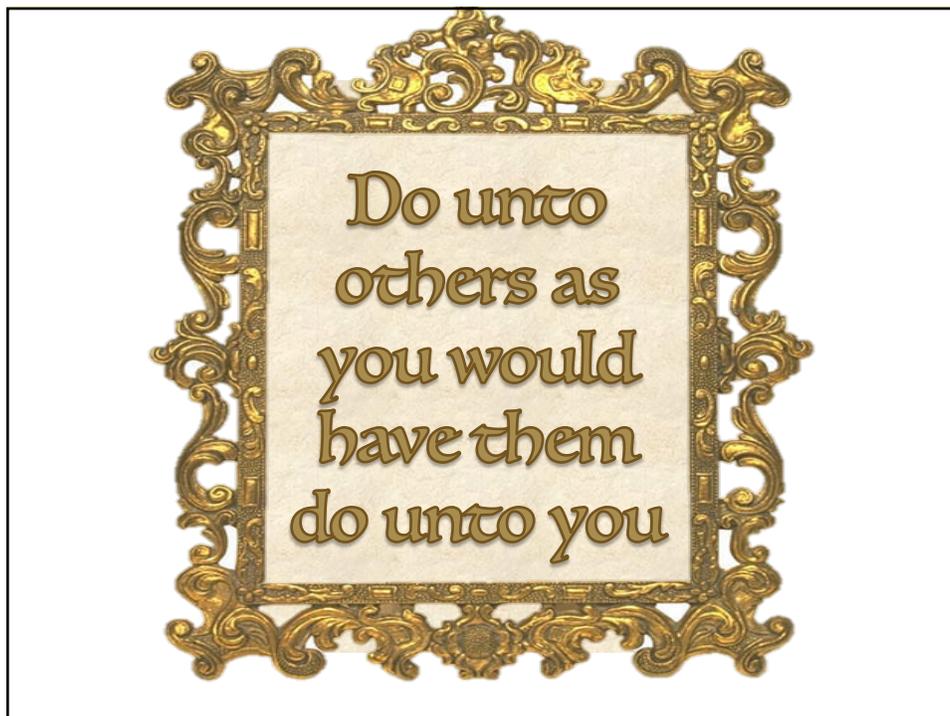


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Which traits are easy vs. difficult for you?



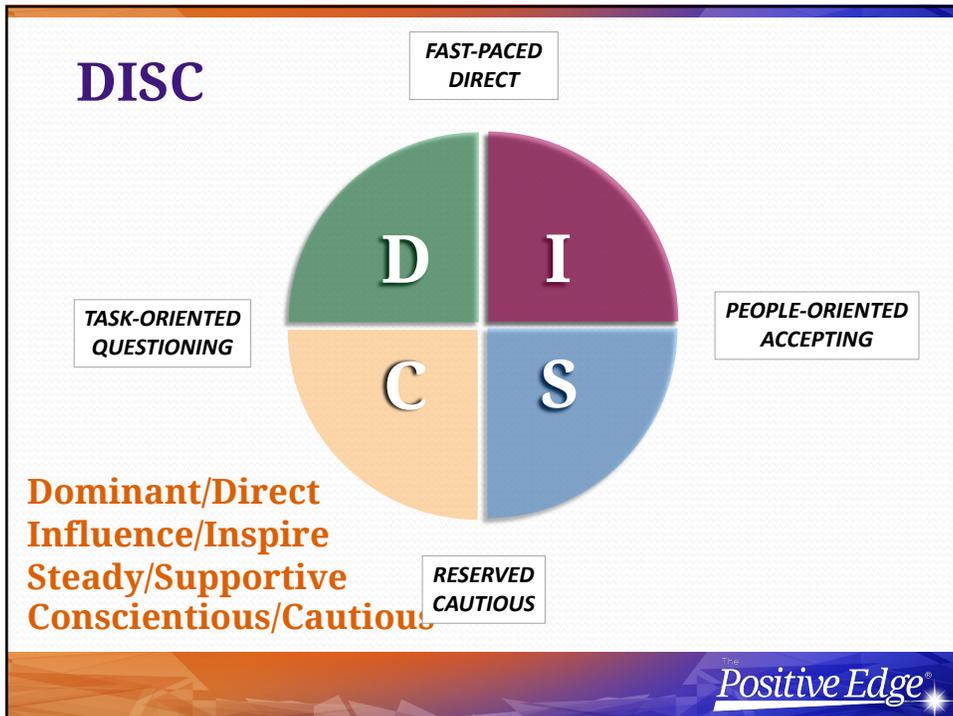
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Quiz

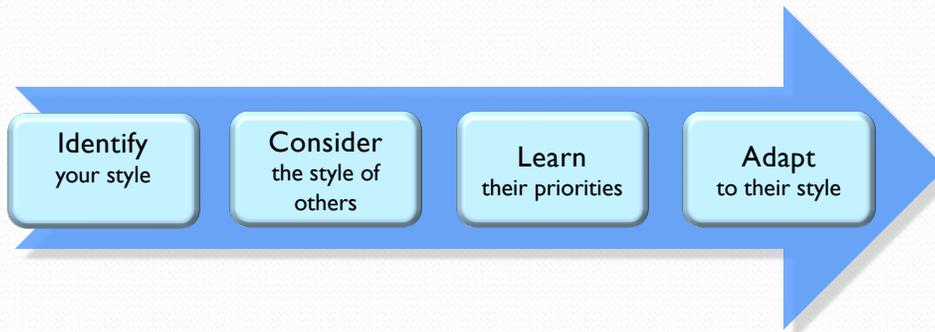


Guess this person's style

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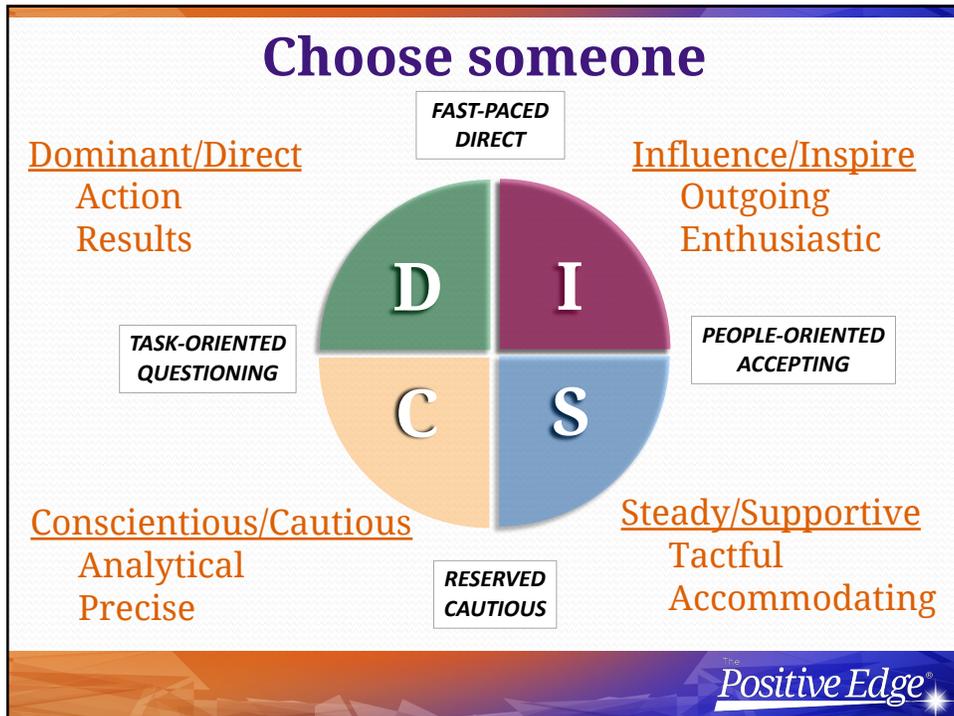
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DISC Map

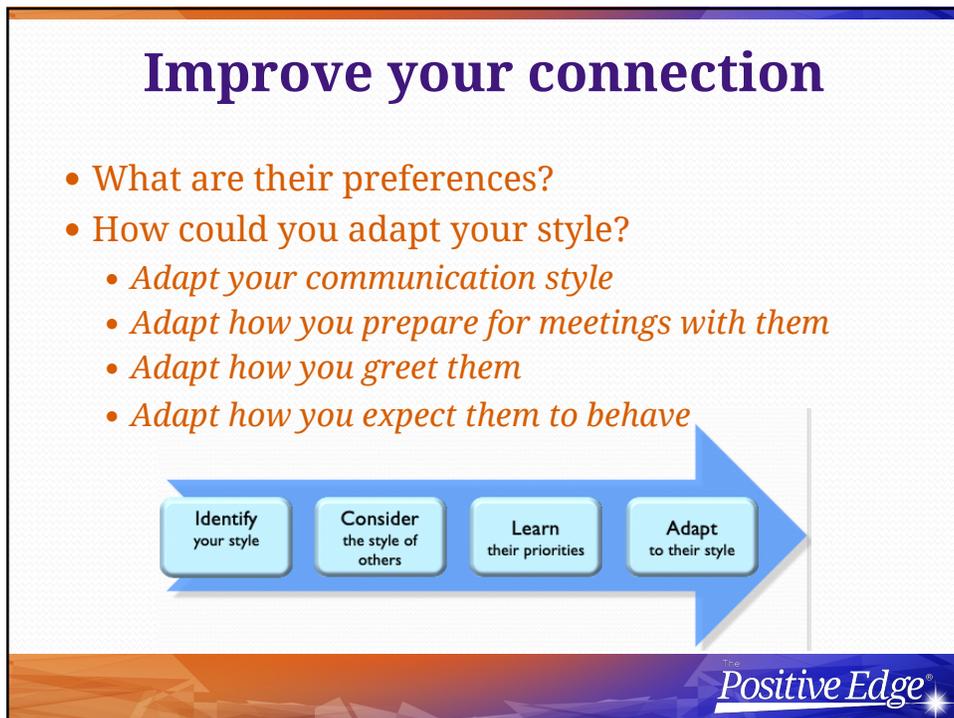


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Who's perspective is the easiest to change?

"That which is missing is that which you're not giving. If it's so easy, you go first."
– Cy Wakeman



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When is it easier to adapt?

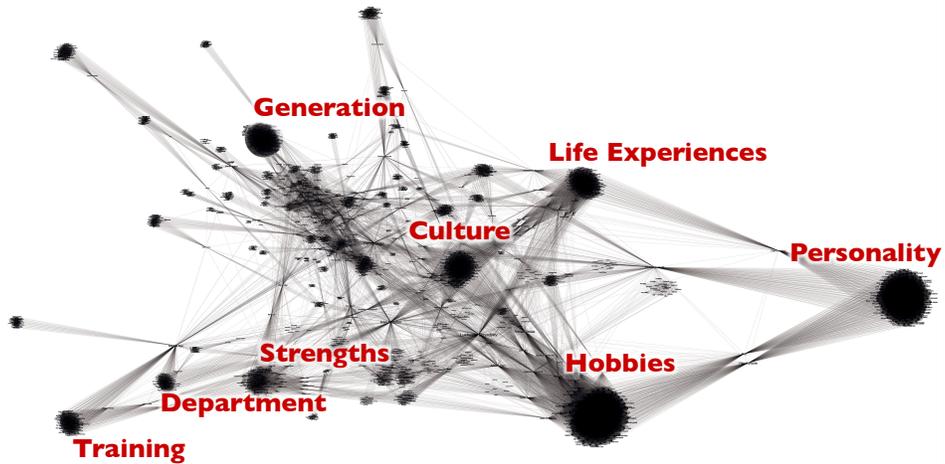


When our positivity battery is charged

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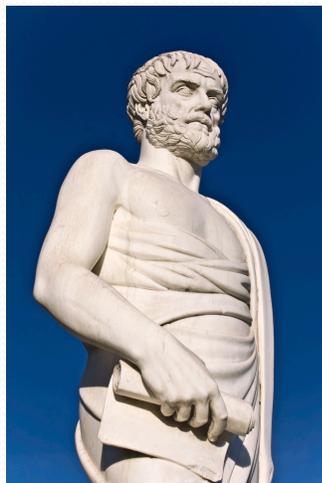
What shapes our perspective?



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Google's Aristotle project



A tribute to Aristotle's
quote,
*"The whole is greater than
the sum of its parts"*

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Psychological safety

- feeling heard
- not being judged
- being free to share what's bothering you
- taking personal risks
- not worried about being embarrassed
- feeling others care



*“There’s no team without trust,” – Paul Santagata,
Head of Industry at Google.*

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How could understanding & appreciating differences benefit your group?



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What can we do to understand & appreciate our differences?

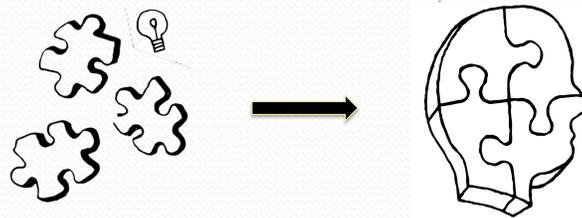


- Pause, notice, & choose our best response
- Get curious, “How interesting!”
- Remember all the things that shape our perspective
- Get to know them better
- Find something in common
- Consider their personal style

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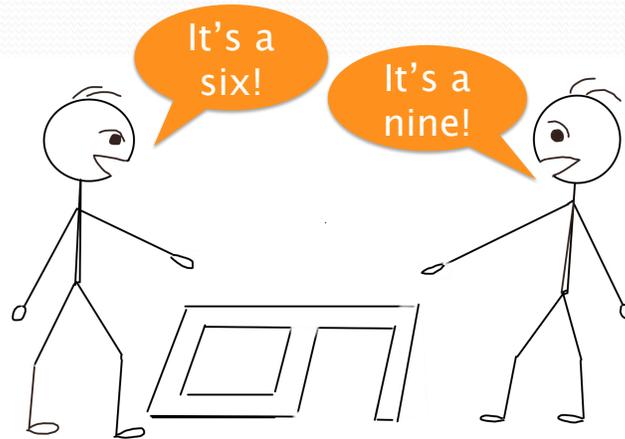
What are one or two takeaways you want to remember from this session?



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Just because you're right doesn't mean I'm wrong. We just see things from a different PERSPECTIVE!



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