

The
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Understanding & Appreciating Our Differences

Optimizing Communication, Cooperation & Connection



by Tina Hallis, Ph.D.

1

Differences can frustrate us



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2

Our perspective



3

PERSPECTIVE



4

What do you see?



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5

What words come to mind?



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6

What can we do to understand & appreciate our differences?



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7

Our survival instinct



8



9

Five factors that trigger threat/reward response (SCARF)

Status

Certainty

Autonomy

Relatedness

Fairness



Dr. David Rock
NeuroLeadership Institute

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10

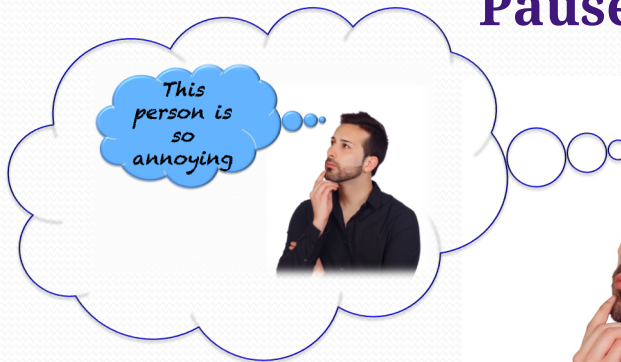
What can we do?



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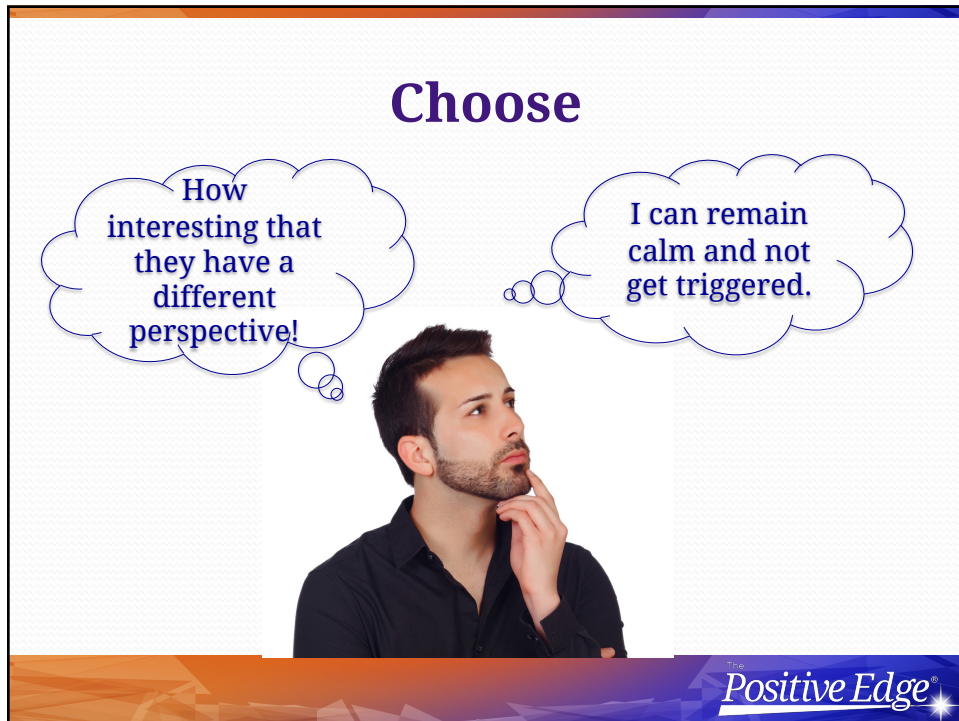
11

Pause & notice

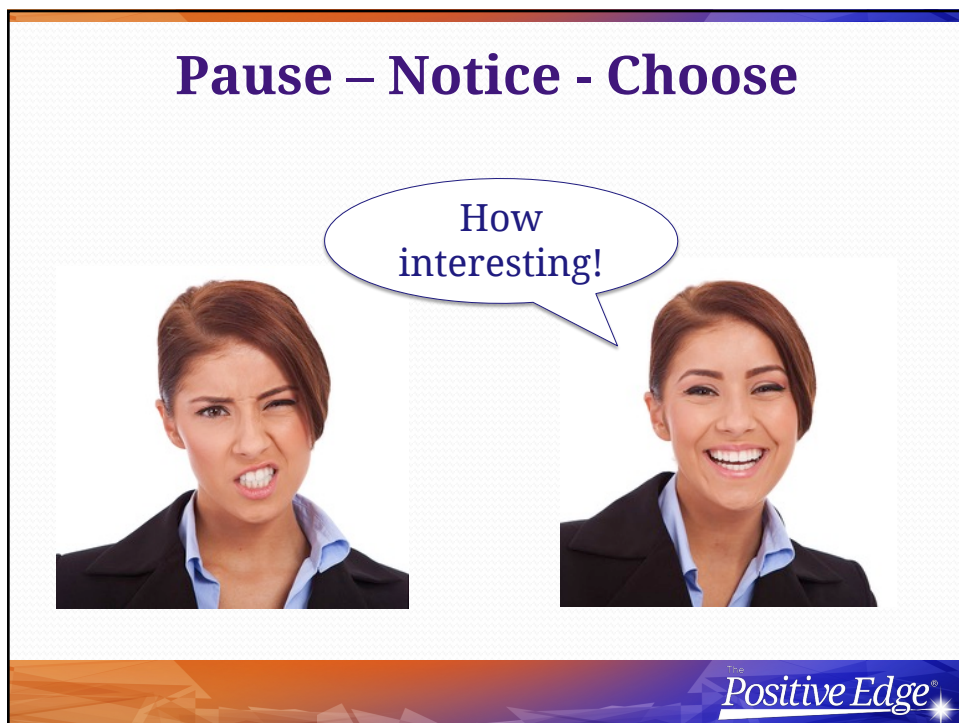


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12



13



14

Practice Pausing & Noticing

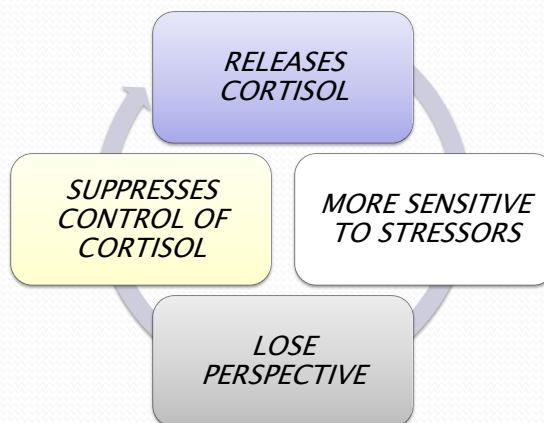
- Movies
- News
- Social media
- Phone calls
- Meetings



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15

Our cortisol cycle



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Unexpected behavior



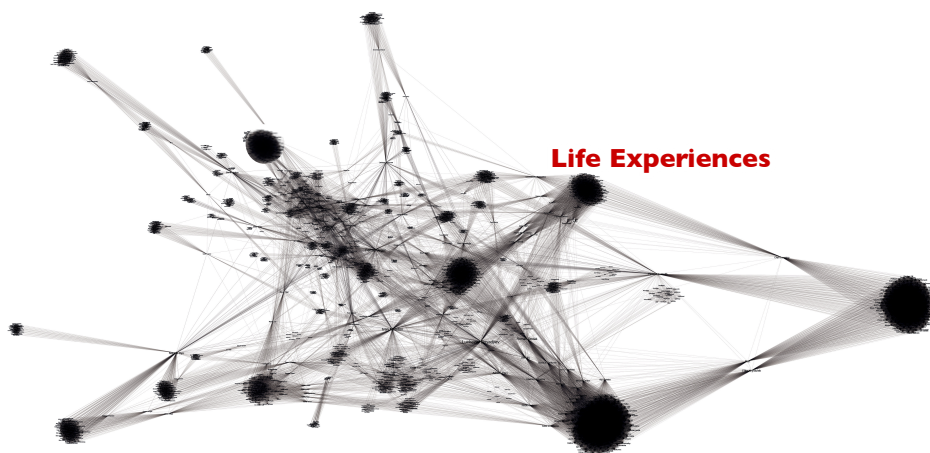
*Is everything
OK?*



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What shapes our perspective?



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18

The impact of life experiences

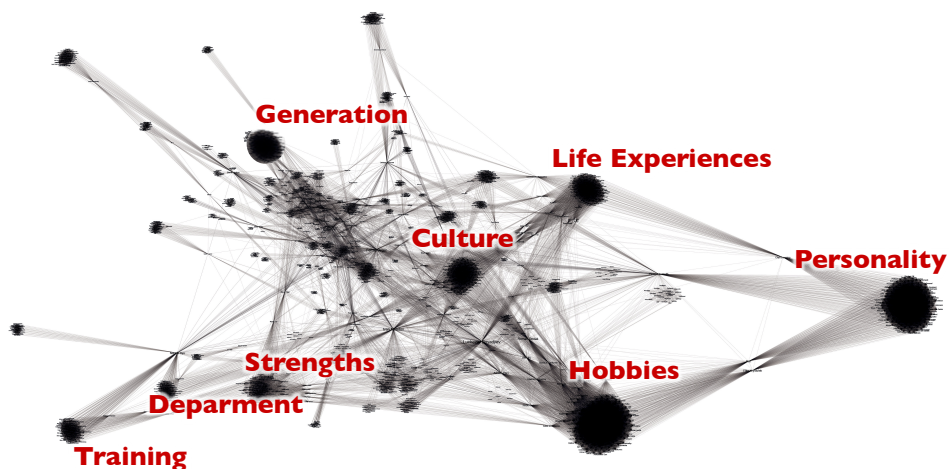
- Japan Tsunami in 2011 killed 22,000 people
- Hurricane Katrina in 2005 hit FL and LA killed 1800 people



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What shapes our perspective?



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20

Departmental tribalism

Customer Service

Safety

Manufacturing

Finance Marketing

Research & Development

Human Resources

Sales

Shipping & Receiving

Quality Assurance

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21

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

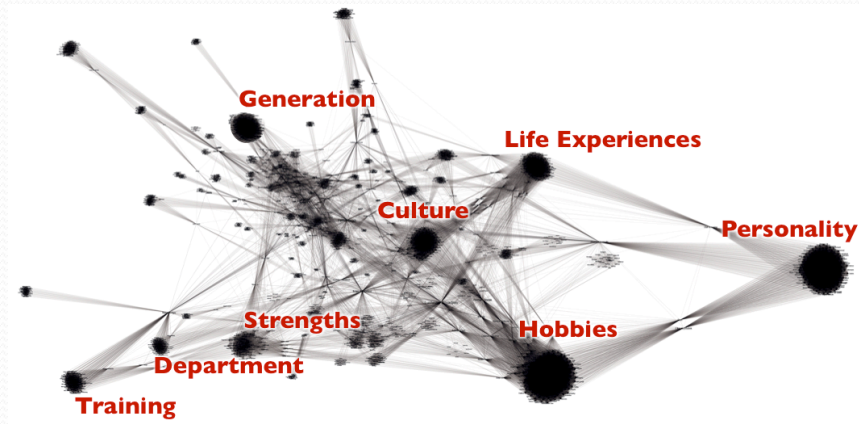


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Icebreaker

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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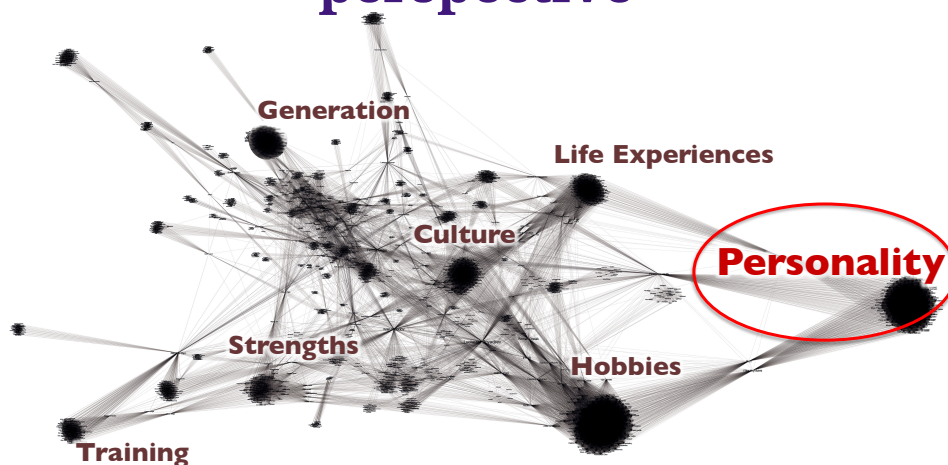
Life experiences activity



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

27

Our personality shapes our perspective



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What is personality?

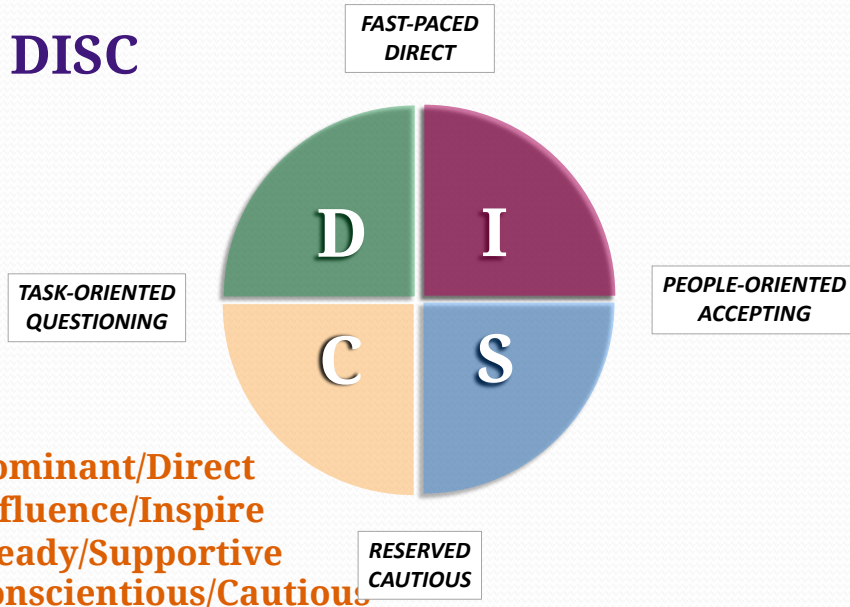


Patterns of
emotions,
thoughts,
and behaviors
that persist across
situations and
endure over time

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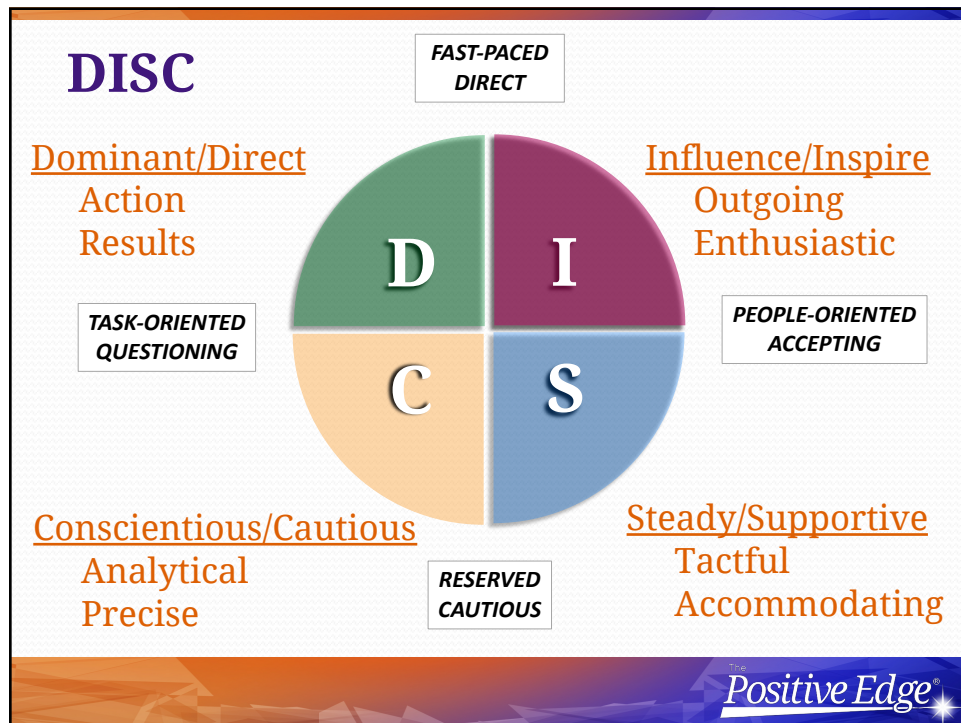
29

DISC

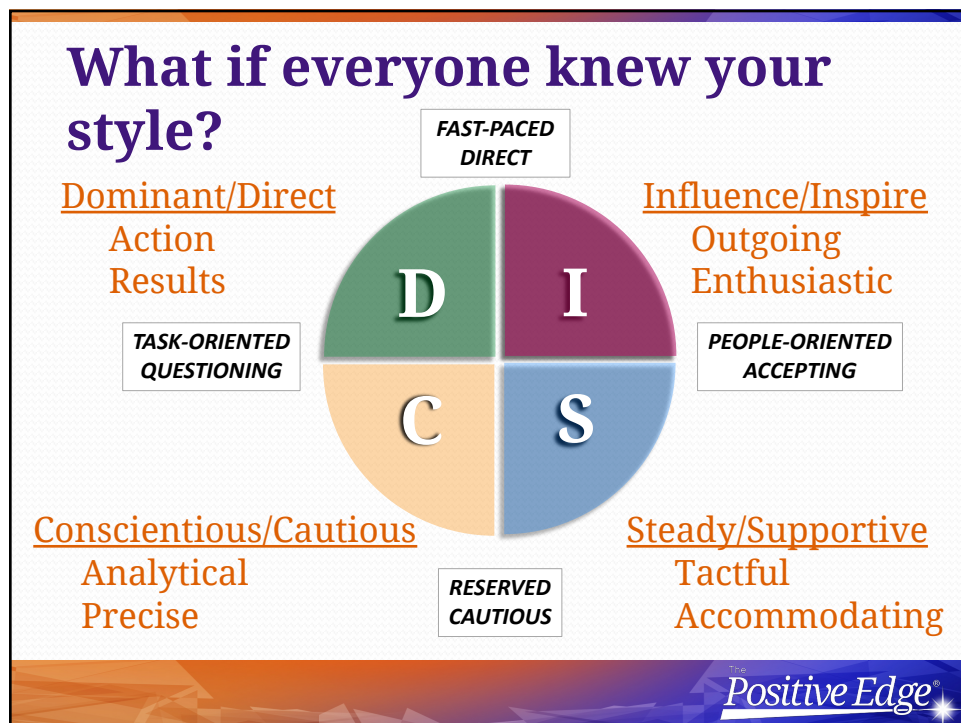


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30

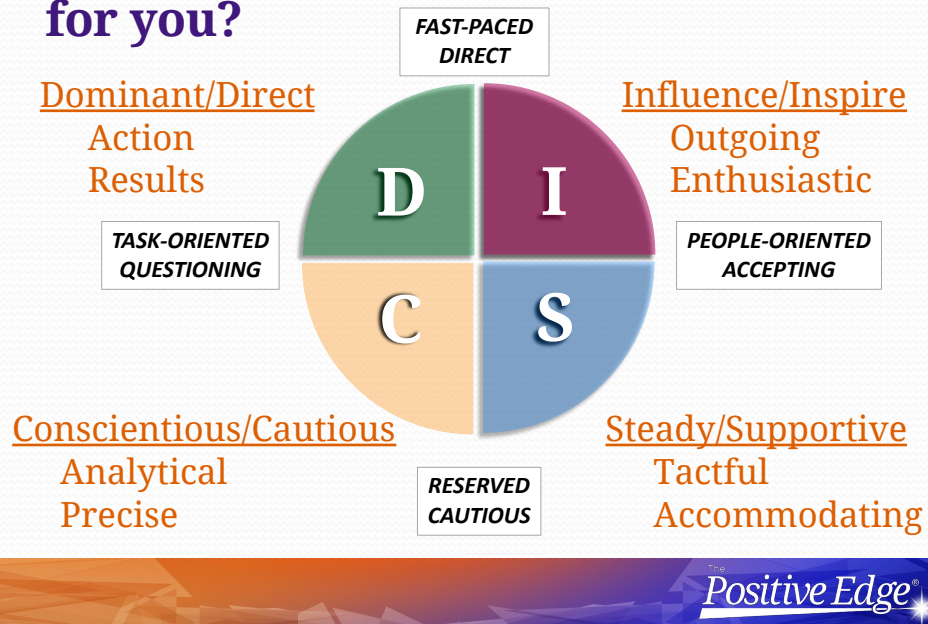


31



32

Which traits are easy vs. difficult for you?



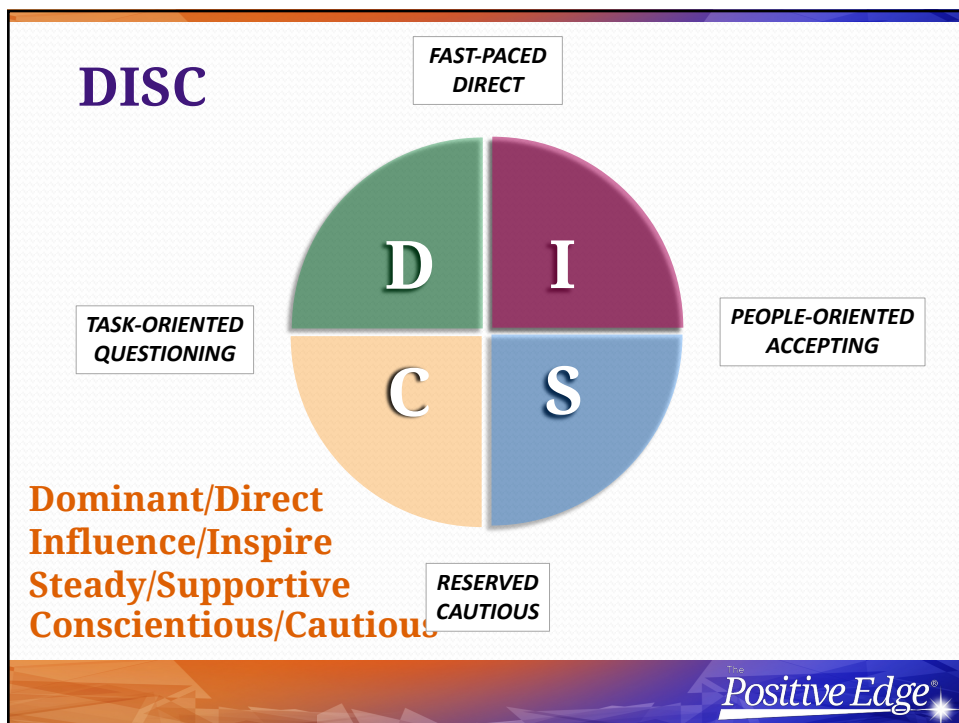
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34



35



36

Quiz

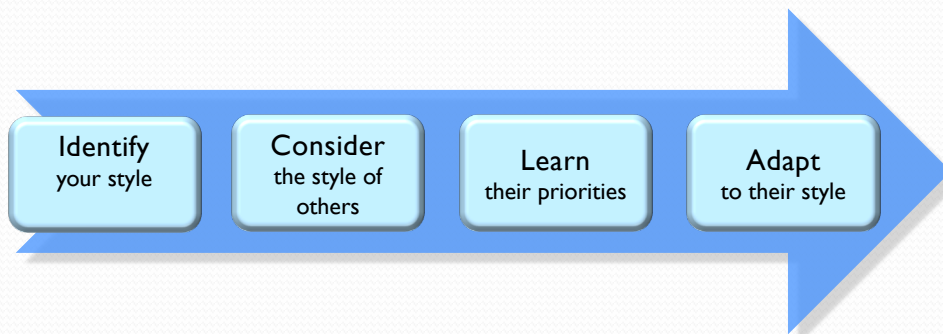


Guess this person's style

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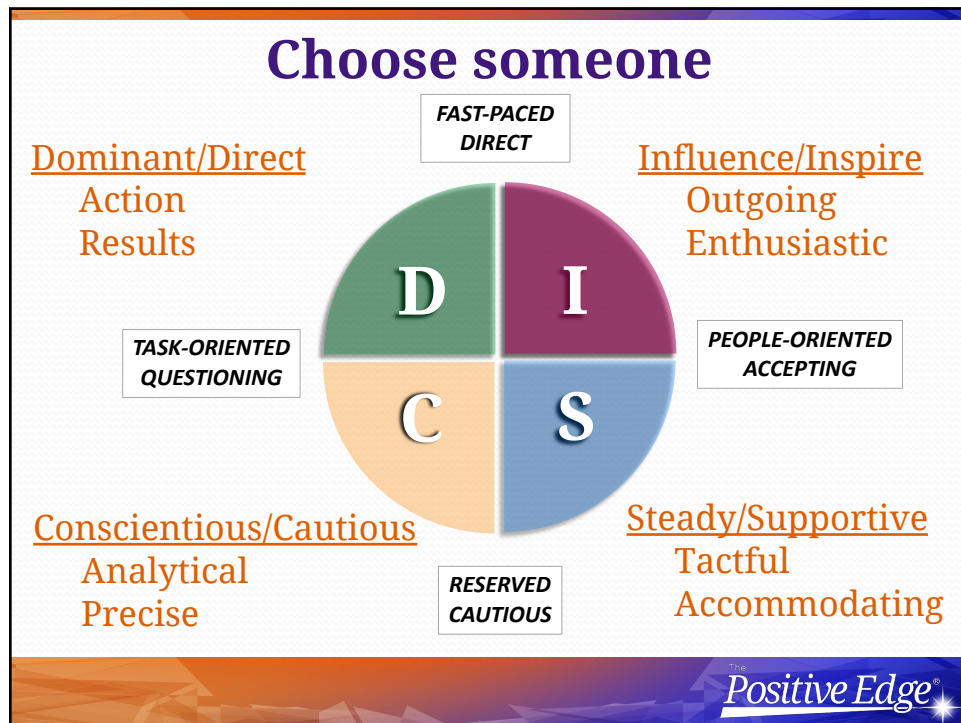
37

DISC Map

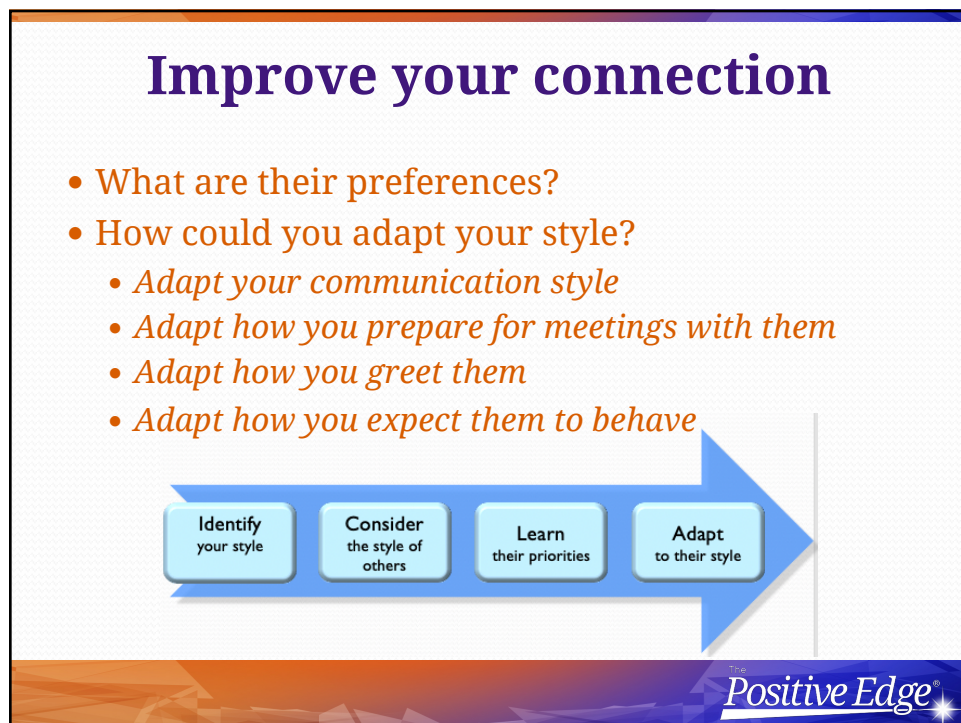


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38



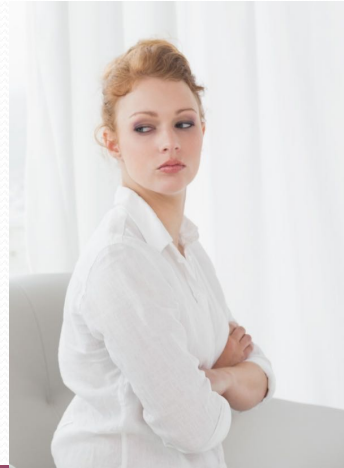
39



40

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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41

When is it easier to adapt?

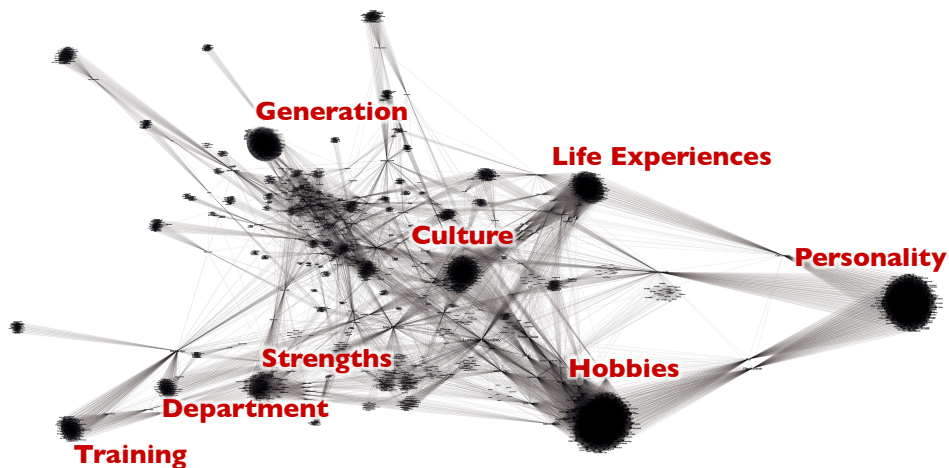


When our positivity battery is charged

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42

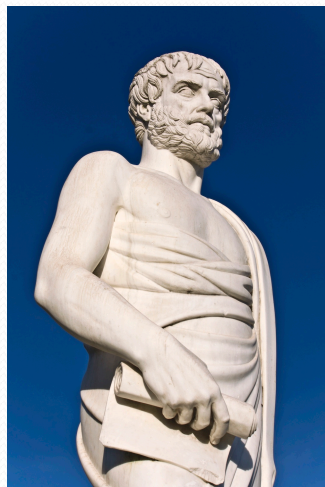
What shapes our perspective?



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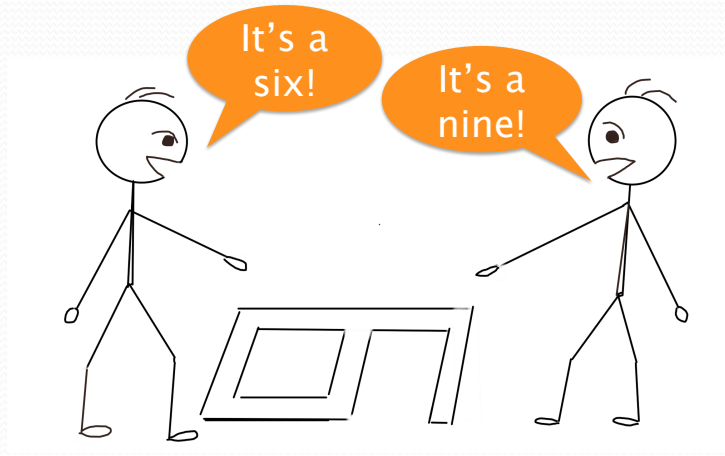
What are one or two takeaways you want to remember from this session?



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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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