Stop Hating, Start Collaborating: Bridging Workplace Differences

May 3, 2017

The webinar will start at 1:30 p.m. CT

Daniel White

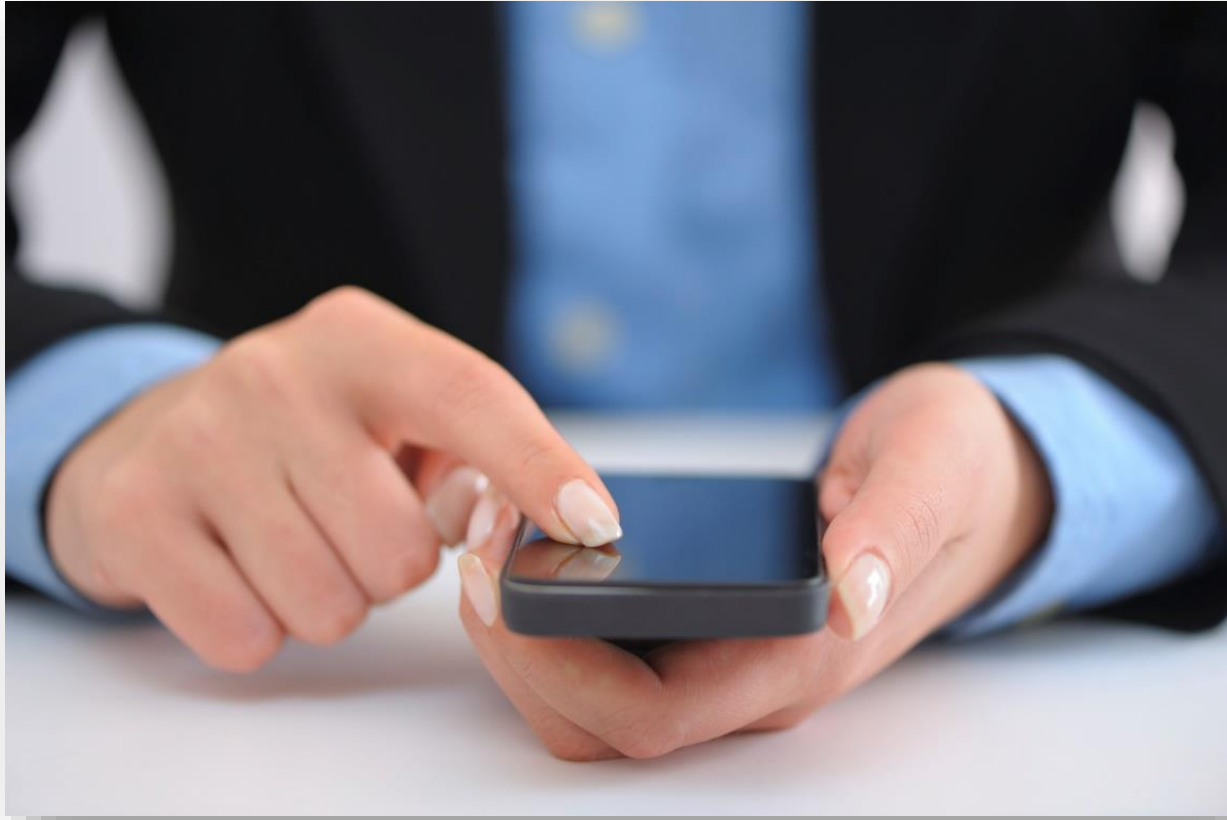Organizational Development Consultant

Administration

If you need HR or CPE credit, please participate in all polls throughout the presentation.

Administration

A recording of today's webinar will be emailed for your reference or to share with others.

Administration

For best quality, call in by phone instead of using your computer speakers.

Administration

To ask questions during the presentation, use the questions box on the right side of your screen.

About the Speaker

Daniel White

Organizational Development Consultant

Expertise in strategic planning, leadership development and employee engagement

Experience teaching masters-level courses in organizational development

Learning Objectives

Recognize the benefits of working with different view points.

Identify potential barriers to collaboration.

Learn the steps of a process to bridge differences and build trust.

Understand how to translate the process into different situations.

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Poll #1

Ways to Be Different
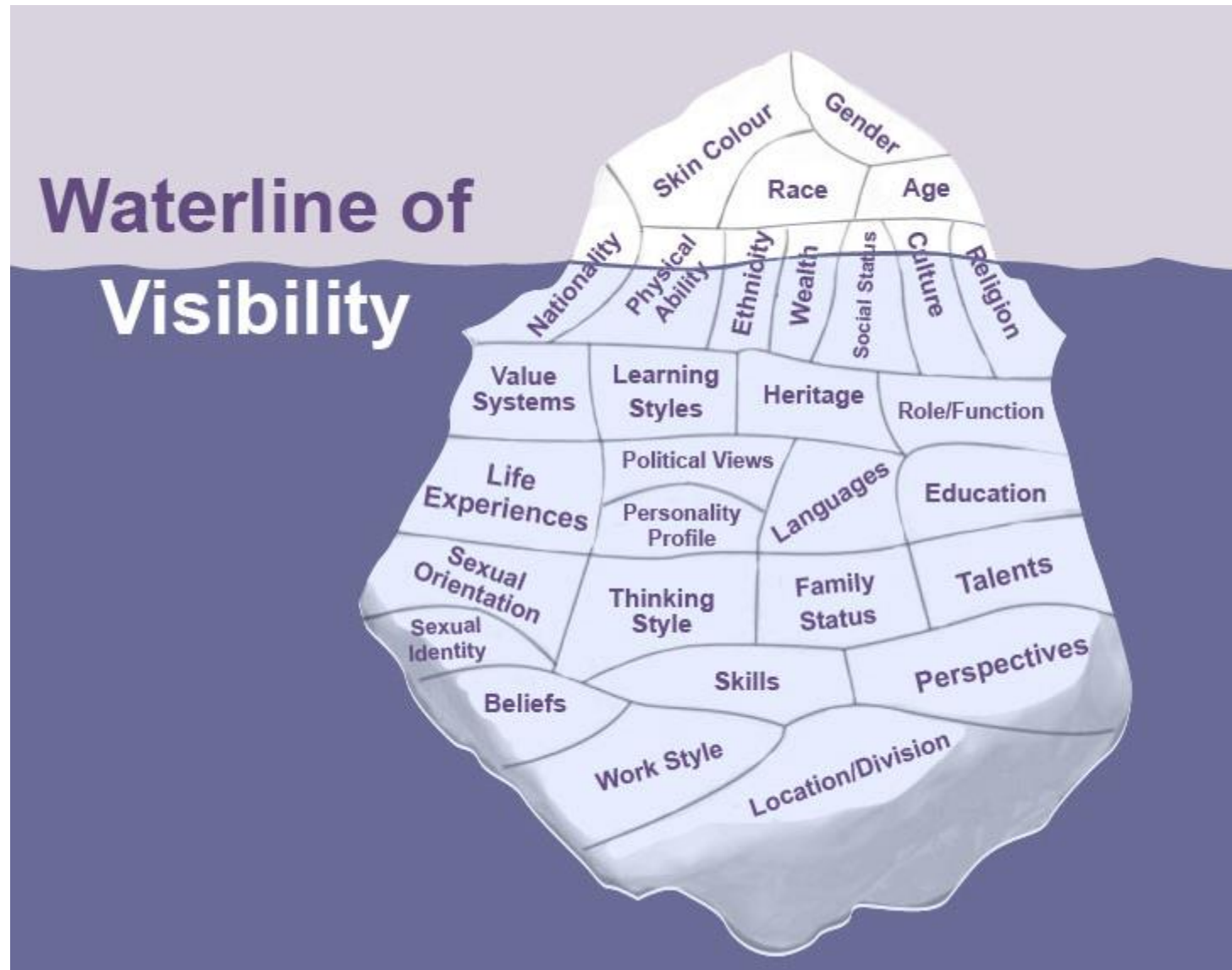
Activity: Identifying Differences

Diversity Defined

A visible (gender, ethnicity, etc.) dimension that differentiates one group of people from another.

Diversity Defined

A <u>visible</u> (gender, ethnicity, etc.) or <u>invisible</u> (religion, thinking style, disability, etc.) dimension that differentiates one group of people from another.

Iceberg

Waterline of Visibility

Above the waterline: Skin Colour, Gender, Race, Age

Below the waterline: Nationality, Physical Ability, Ethnicity, Wealth, Social Status, Culture, Religion, Value Systems, Learning Styles, Heritage, Role/Function, Life Experiences, Political Views, Personality Profile, Languages, Education, Sexual Orientation, Sexual Identity, Thinking Style, Family Status, Talents, Beliefs, Skills, Perspectives, Work Style, Location/Division

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Poll #2

Why Embrace Our Differences?
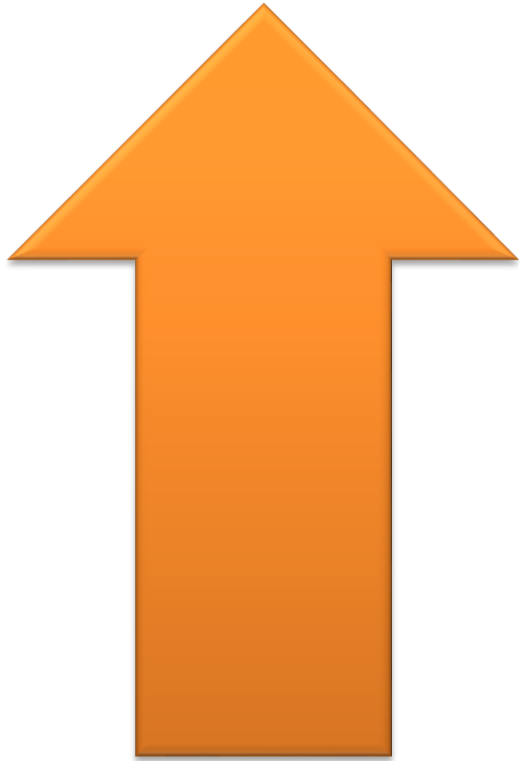
THE WORLD IS CHANGING

Trends

Politics

Pew:

86%

believe we are more politically divided than the past.

Gallup:

77%

believe the US is split over the most important values.

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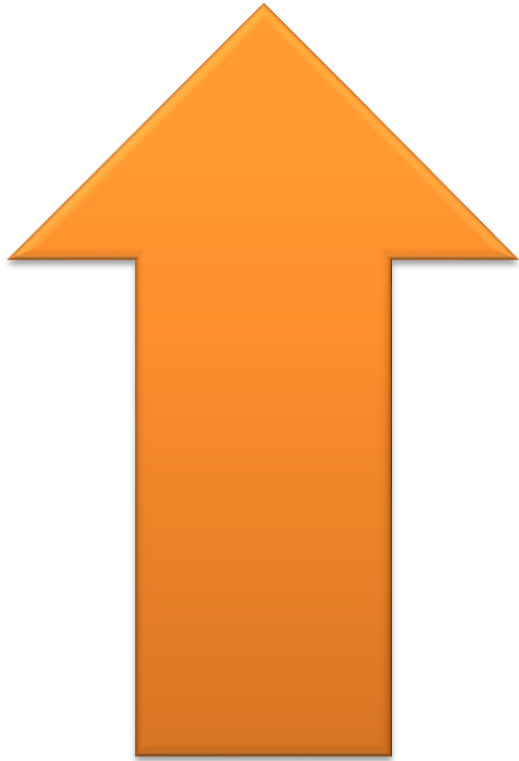CPAs & ADVISORS

Employment Trends

Younger

Gen Y is
the
largest
generation
in the
workforce.

Generations

By 2025:

75% of

workers will

be Gen Y.

Employment Trends

Younger   Multicultural

Multicultural

2016:
1 in 4
were minorities.

Multicultural

2016:
1 in 4
were
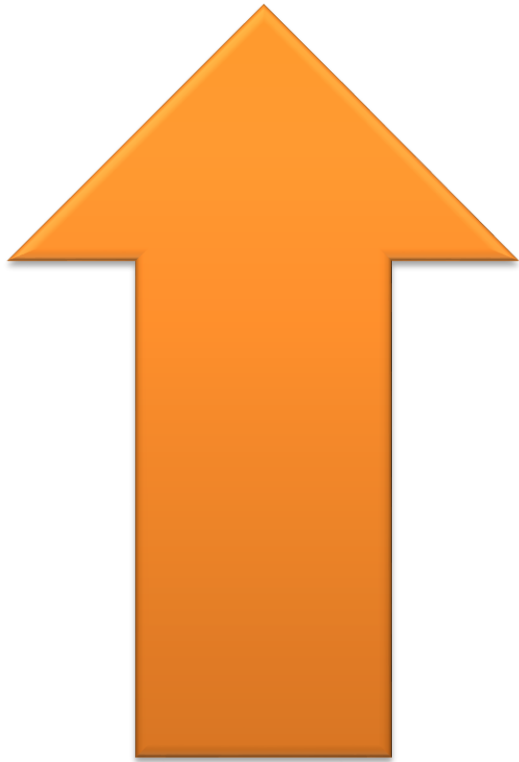minorities.

2050:
1 in 2
will be
minorities.

2050:

No ethnic majority
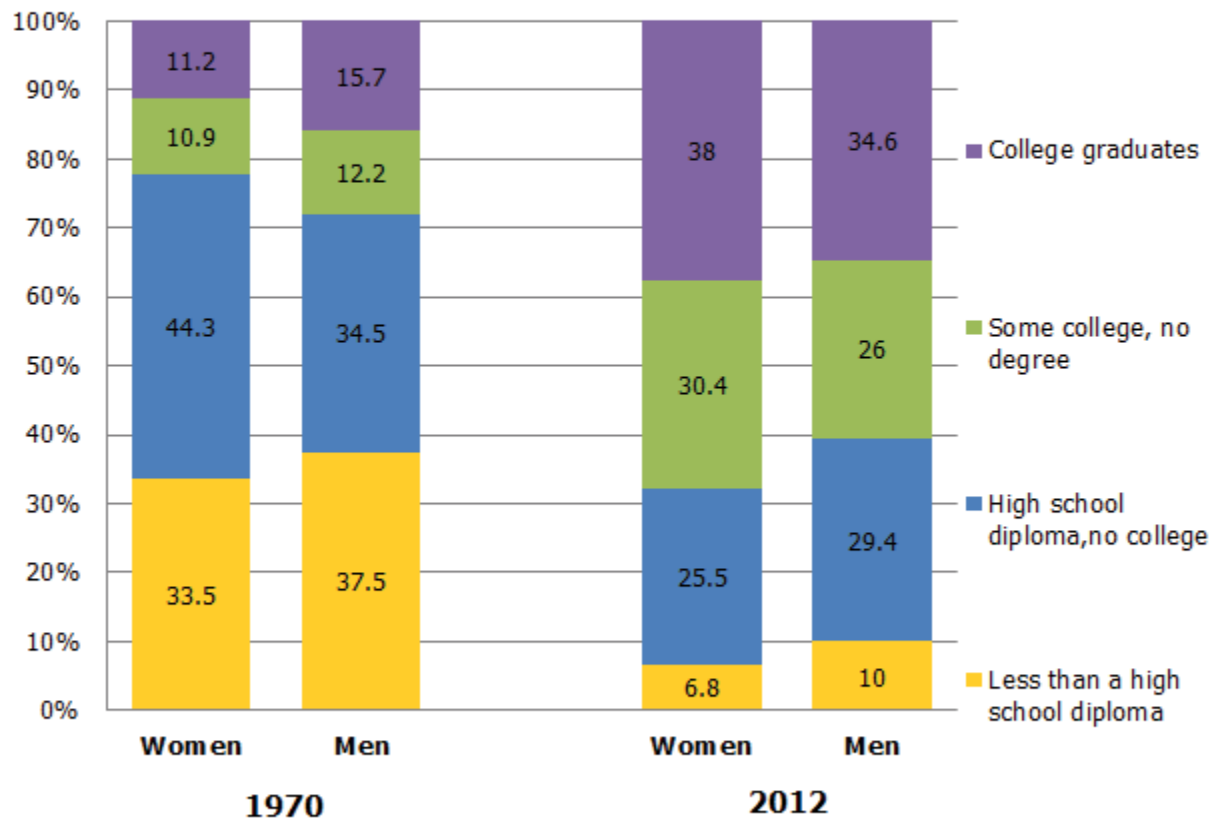
Employment Trends

Younger   Multicultural   Women

Women

Percent distribution of the civilian labor force, ages 25 to 64 years, by sex and educational attainment, 1970 and 2012

1970 — Women: College graduates 11.2, Some college no degree 10.9, High school diploma no college 44.3, Less than a high school diploma 33.5

1970 — Men: College graduates 15.7, Some college no degree 12.2, High school diploma no college 34.5, Less than a high school diploma 37.5

2012 — Women: College graduates 38, Some college no degree 30.4, High school diploma no college 25.5, Less than a high school diploma 6.8

2012 — Men: College graduates 34.6, Some college no degree 26, High school diploma no college 29.4, Less than a high school diploma 10

Source: Bureau of Labor Statistics (BLS), Current Population Survey (CPS)/ Graph by the Women's Bureau, U.S. Department of Labor.

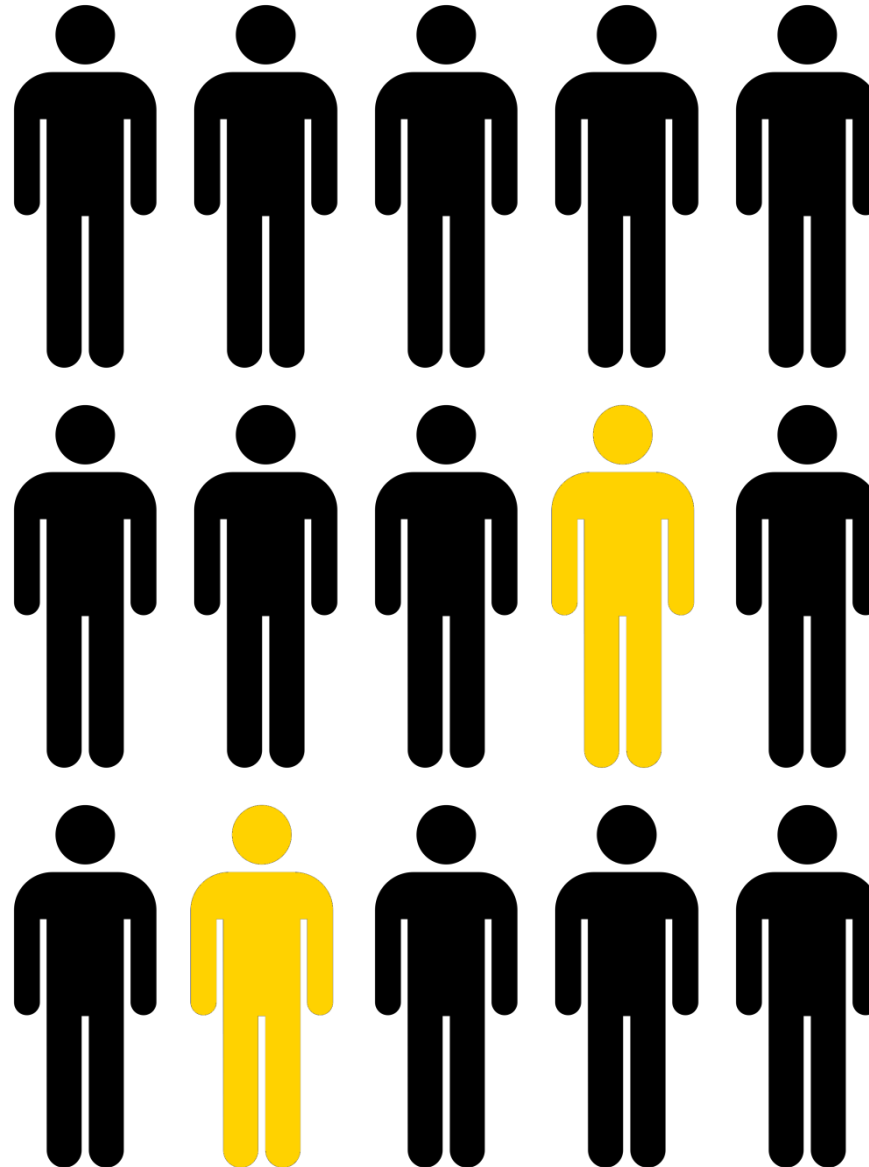# Benefits of Diversity & Collaboration

- Increased creativity
- Better end result
- More representative of population
- Connect with changing population

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Cognitive Diversity

Potential Barriers to Collaboration

Mindsets

- "Better than others"

Mindsets

- "Better than others"
- Don't like change

Mindsets

- "Better than others"
- Don't like change
- Don't see the need for diversity

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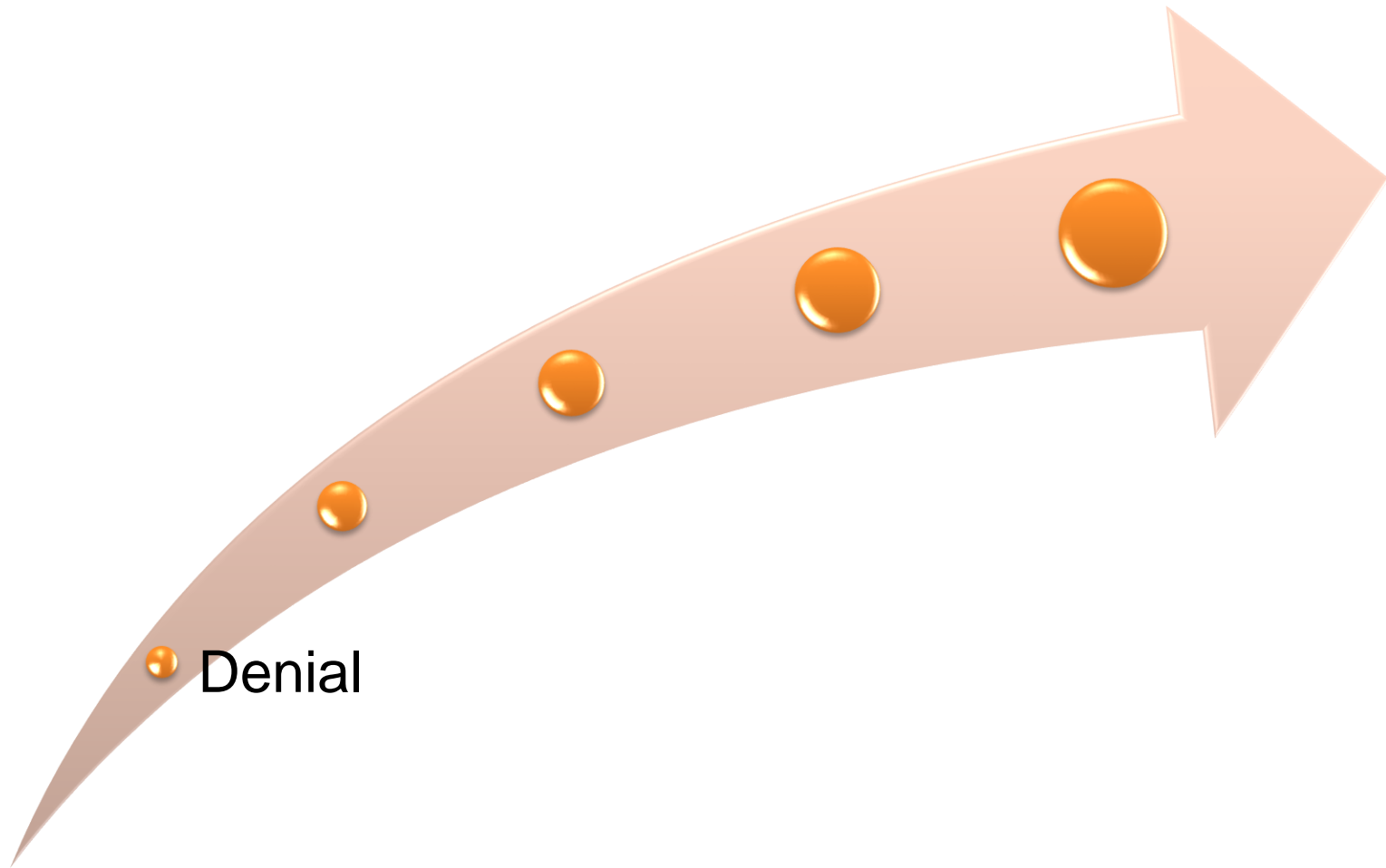- Don't like those different (the enemy)

Mindsets

- "Better than others"
- Don't like change
- Don't see the need for diversity
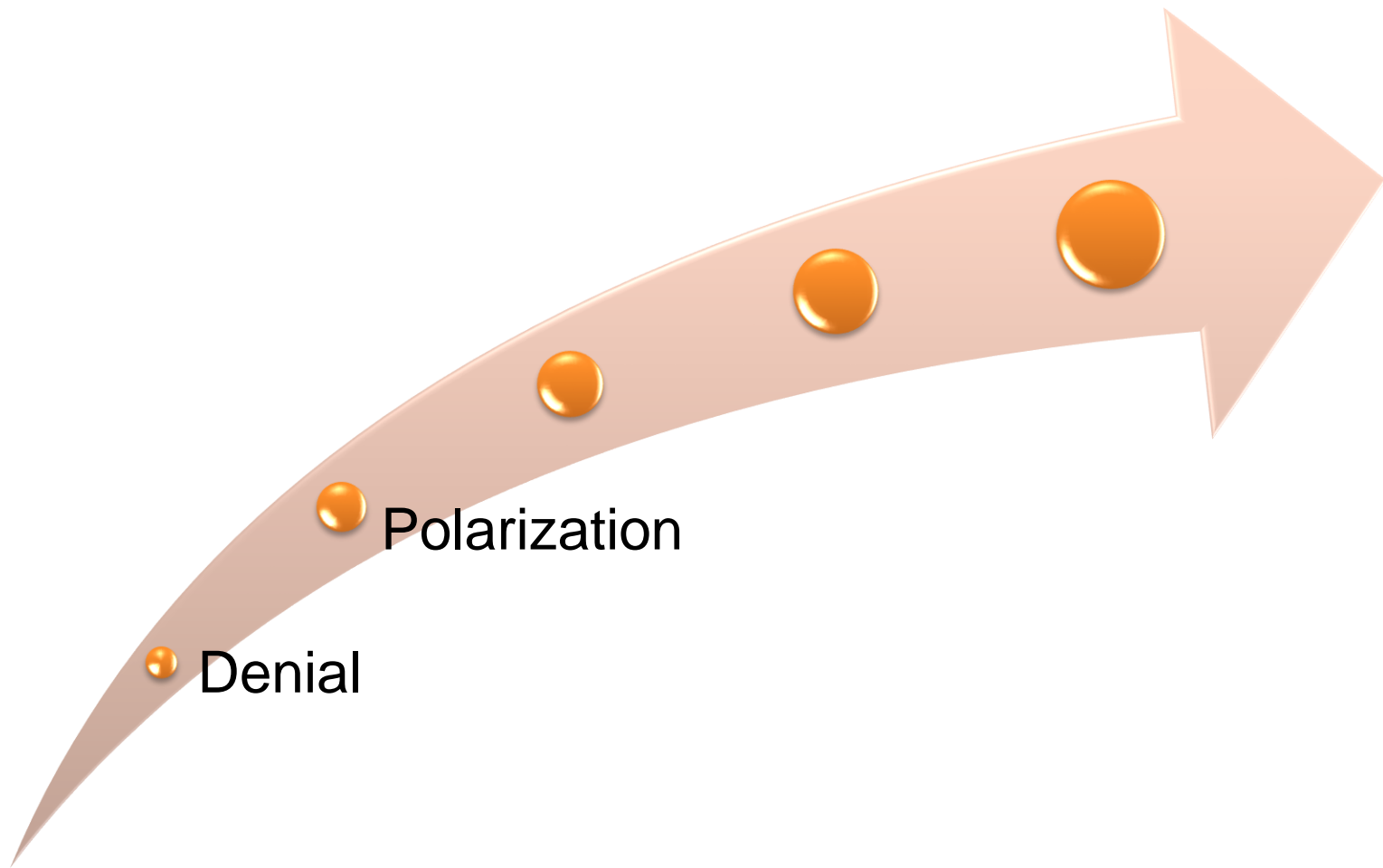- Don't like those different (the enemy)
- Don't have time

How to Bridge the Gap
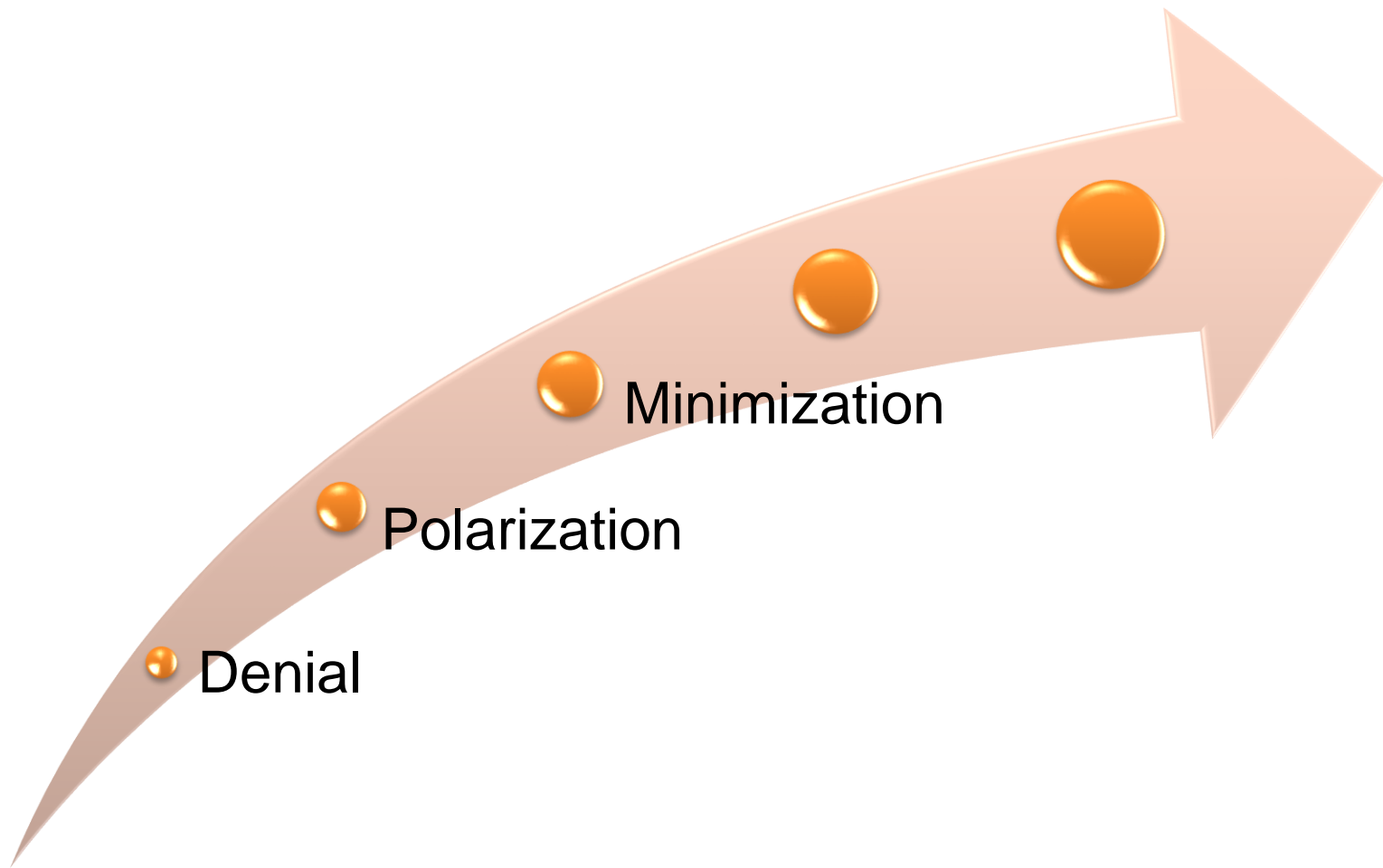
Stages of Diversity Competence
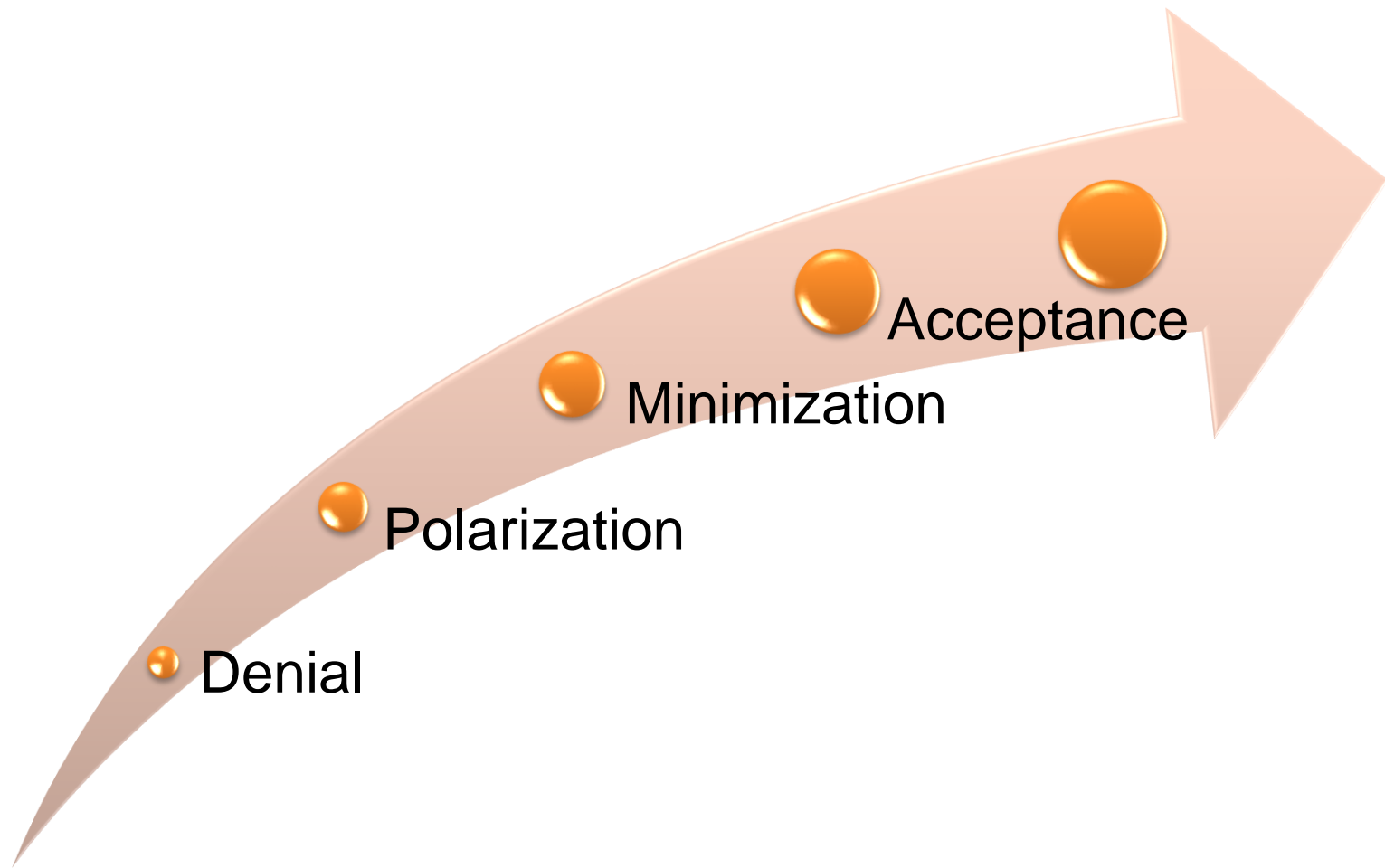
Stages of Diversity Competence

Denial

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Stages of Diversity Competence

Polarization

Denial

Stages of Diversity Competence

Denial

Polarization

Minimization

Stages of Diversity Competence

Stages of Diversity Competence
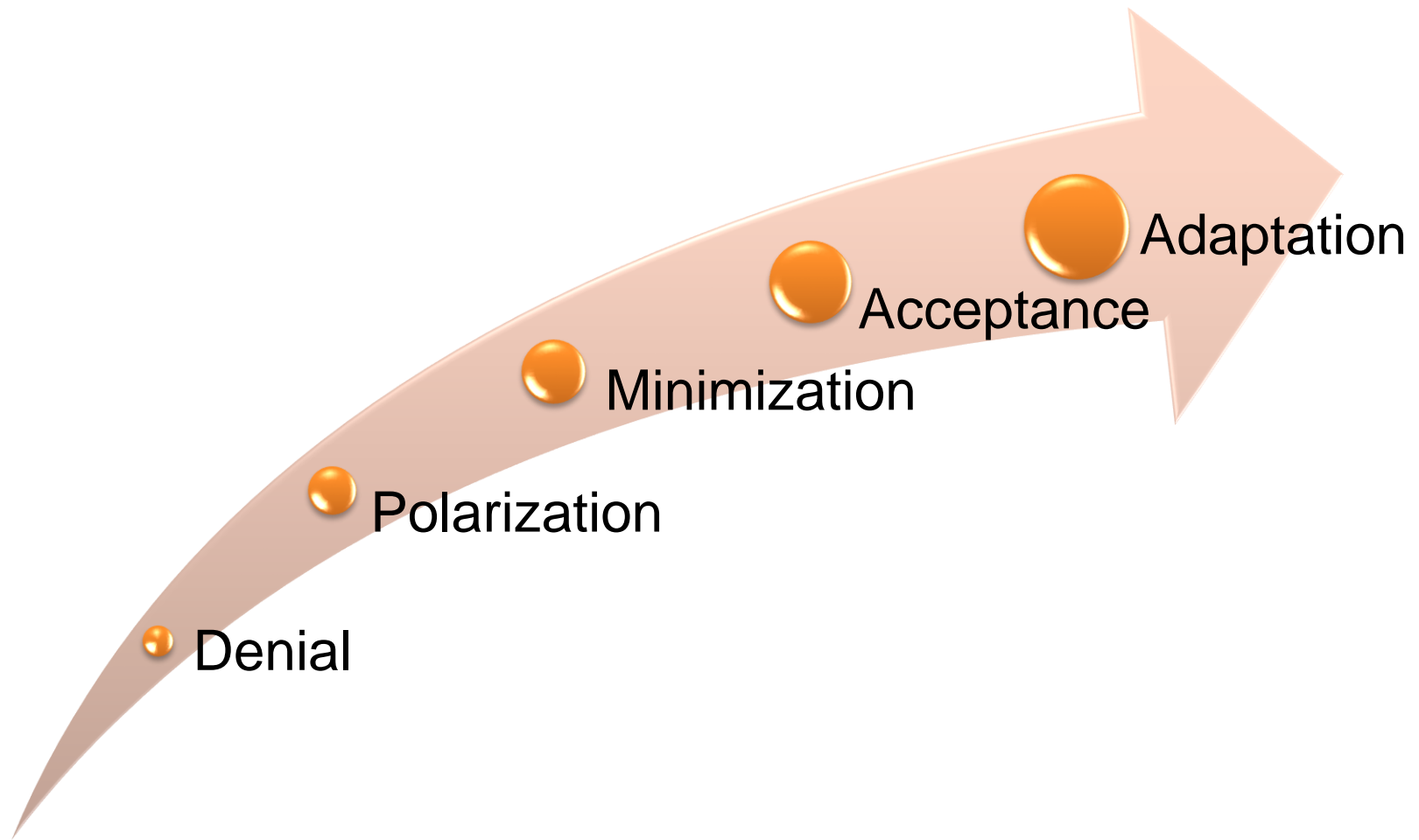
Poll #3

How do we move toward adaptation?

Understand the other person.

The Process

Understand the other person.

Discover common ground.

Understand the other person.

Discover common ground.

Make a connection.

The Process

Understand the other person.

Discover common ground.

Make a connection.

Adapt your style.

The Process In Detail

Understand the Other Person

- Get to know them.

- Research his or her background & history.

- Understand his or her **intent.**

- What are some possible reasons the person might believe that?

- If in doubt, ask.

Discover Common Ground

- What common background do you have?

- What common interests or hobbies do you share?

- What common desires do you have?

Make a Connection

- Ask the person questions.
- Show interest in things the person cares about.
- Small talk
- Go to lunch and don't talk work.
- Work on a work project together.
- Go to an event outside work together.

Adapt Your Style

- Know what the person would prefer to do.

- Express your desire to adapt.

- Meet the person halfway (or more).
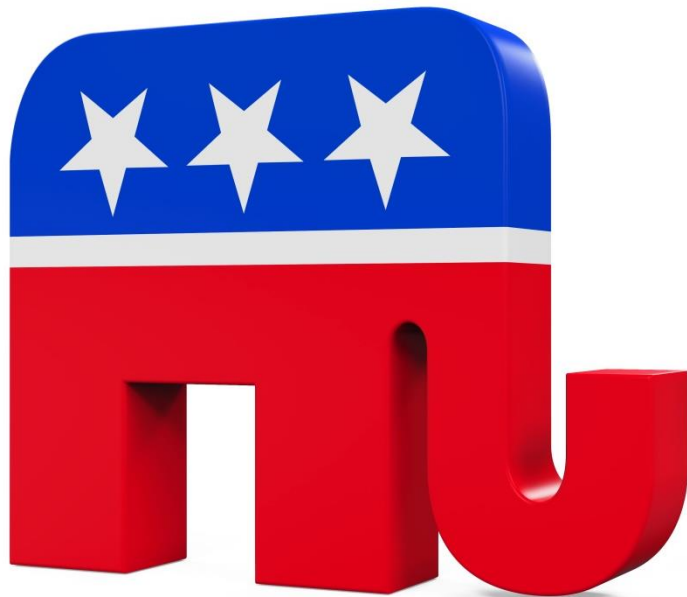
Applying the Process

IDEOLOGIES

Politics
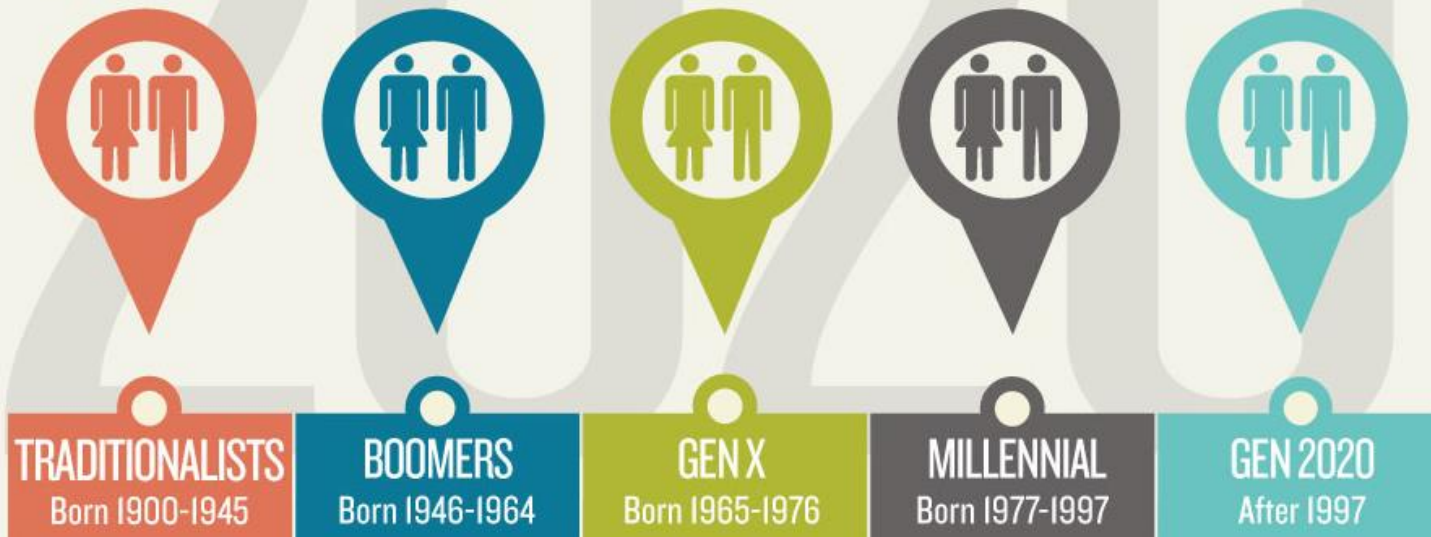
Health

Religion/Ethics

Ideologies

Understand the person's **intent.**

GENERATIONS

Multiple Generations

MULTIPLE GENERATIONS @ WORK

Five Generations Working Side by Side in 2020

TRADITIONALISTS	BOOMERS	GEN X	MILLENNIAL	GEN 2020
Born 1900-1945	Born 1946-1964	Born 1965-1976	Born 1977-1997	After 1997

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Poll #4

Example – Dress Code

Is it a business necessity?

(Could it cost us a customer, money, or a foot?)

Example – Work Ethic

Helping Others to Collaborate

Reasons Not A Team Player

- Selfish/Don't care about others

Reasons Not A Team Player

- Selfish/Don't care about others
- Doesn't feel valued/appreciated

Reasons Not A Team Player

- Selfish/Don't care about others

- Doesn't feel valued/appreciated

- Frustrated by others':

  - Work style

  - Quality standards

  - Personality

Helping Others

- Identify the real issue.

Helping Others

- Identify the real issue.
- Don't let it fester.

Helping Others

- Identify the real issue.

- Don't let it fester.

- Help them understand others' intentions.

THE BIG IDEA

The Big Idea

The issue isn't about working with different (generations / ethnicities / ideologies) – **it's about understanding and valuing people.**

REVIEW

Review – The Need

Society is rapidly becoming more diverse and divided.

Review – The Process

Understand the other person.

Discover common ground.

Make a connection.

Adapt your style.

Poll #5

Questions?

Thank you!

Daniel White

Organizational Development Consultant

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