

The Human Element Introduction Presentation

Agenda

Time	Activity
0	Introduction <ul style="list-style-type: none"> • Purpose of session
5	<p>We talk about change, but change to what? Coming out of a time where people were viewed like interchangeable parts, from the industrial era. Now, we are much more conscious that people work differently and we are changing the way our organizations are structured and operate to reflect that.</p> <p>Organizations generally ask to change because they are, e.g., moving from silos to matrix, more collaborative cultures, shared responsibility, empowerment of employees, etc. These are all based on the idea of structures that are aligned with human functioning.</p> <p>And, I think there is an underlying organization that supports all of these. We call this the Ideal Organization. SHOW</p> <p>This can sound utopian or unrealistic. But, we don't mean it is perfect; rather that it is authentic and practical. This is an organization that solves people problems quickly and thoroughly, leading people to bring out the best in each other, inspire creativity, and be the best that they can be.</p>
0	Present here some core aspects of The Human Element, a powerful, science-based methodology for addressing human issues in organizations and creating this ideal organization.
5	History of FIRO and THE <ul style="list-style-type: none"> • Central finding, the C-P Effect • Effect increased under stress ...let's get a better sense of this:
20	<p>ICO – FIRO Theory</p> <ul style="list-style-type: none"> • Model for understanding human behavior and motivation. <p>Inclusion – amount of contact with others</p> <ul style="list-style-type: none"> • People go to places where they are alone in room for 1 min. Watch other people but no talking • Then pair up with one person and have brief conversation about your goals for being here, 1 min. • Then combine pairs and have 2 min conversation about what each person likes to do for fun • Then combine quartets and have a 4 min conversation about your feelings on inclusion <p>Control – structure and control over others</p> Control activity:

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	<ul style="list-style-type: none"> • Stand up and find a partner (trainer gets a volunteer to demonstrate) • Hold up your hands so that your palms are right next to each other without touching. • One person go first and move your hands in any direction you wish. You are the leader. Followers follow by keeping your hands next to the leader’s without touching (trainer demonstrates with volunteer). • Switch leaders and repeat. • Now both people lead. • Discuss in pair for 2 minutes. <p>Openness – disclosure – depth of interaction</p> <ul style="list-style-type: none"> • In pairs talk about weather (1 min), work status (1 min), family (2 min), personal life feelings (2 min) • Discuss in pair for 2 minutes, where were you most comfortable? What did you prefer to talk about? Not talk about? What did you like to hear? Not hear? <p>Discuss at your tables – notice where you felt comfortable, uncomfortable, stressed, not stressed. Uses of FIRO, tools, behavior only first part</p> <p>Explain dimensions</p>
0	<p>So, let’s get back to our story. WS went into academia and continued to work on FIRO and figure out why it wasn’t 100% of compatible groups that performed. We now have a sense of how compatibility works, but why is it sometimes we still get along when we are not compatible and sometimes we don’t get along when we think we should? Led to exploration of feelings and motivation. There were to be two answers. The first...</p>
10	<p>Openness diagram. And, a demonstration of what happens, even with the best of intentions...</p>
5	<p>I pretend... – build awareness of everyday fears that go unnoticed, creates unspoken interpersonal issues and negative effects on work.</p> <p>Have people stand for the items they do.</p> <p>Notice that pretend is really just another way of saying, “lie”.</p>
0	<p>Why do we do this? We lie to each other, even with the best of intentions, because we feel personally threatened, often unconsciously. When that happens, we become rigid or defensive.</p>
5	<p>Pushing back the arm activity – after first demonstration, note that this is about both staying centered/balanced in today’s turbulent world and about being resilient when knocked off center. What’s going on here?</p>
10	<p>Rigidity/flexibility. Underlying fears. Behavioral strategies. How behavior shifts when fears are triggered.</p> <ul style="list-style-type: none"> • Rigidity equals defensiveness • Rigidity/defensiveness is the enemy of good relationships and collaboration
0	<p>How do we reduce rigidity? Go to RC session to go into depth about this!</p>
0	<p>...and to finish our story...</p>
5	<p>Introduce The Human Element approach & applications courses – some packaged courses,</p>

Time	Activity
	can tailor <ul style="list-style-type: none"> • The Human Element • Radical Collaboration • Leadership • True Alignment
5	The Human Element Ideal Organization
5	Q&A
75	TOTAL

Presentation Description

Systems and processes in organizations don't change unless the people who carry them out change their behavior. People only change their behavior when there is a clear benefit for them to do so, and when they have the means of coping with the changes. We will explore an approach for working with people to create change that starts with the individual and, built on this solid foundation, produces real change in teams and organizations. The approach, called The Human Element, focuses on awareness of both behavior and underlying motivation allowing us to address the often unspoken inner resistance to changing. Applicable for a variety of organizational issues, this approach has been used successfully for over 35 years.