

# APPRECIATING DIFFERENCES

Next time someone rubs you the wrong way, try these steps to combine your different perspectives for better outcomes.



## 1. PAUSE When a tense moment occurs, think before reacting or responding.

- ? Could a misunderstanding be at the root of our friction?
- ? Am I ready to respond respectfully, or are my emotions too high?

**TIP** *KNOW YOUR EMOTIONAL WIRING: When I perceive someone is questioning or attacking a deeply held view, I feel \_\_\_\_\_. My physiological reaction to their comments is \_\_\_\_\_.*

**MY PAUSE POINT:** One situation or relationship I need to hit pause on is \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

## 2. FILTER CHECK Consider how your past experiences impact your current views.

- ? How did the era, culture, or place you grew up in shape your perspective?
- ? Where did you get your ideas about workplace norms, expectations, and communication styles?
- ? Is your “filter” from past experiences hindering you from seeing your colleagues in a positive light?
- ? What about your colleague’s approach is frustrating you the most? Why?

**TIP** *Even if you're aware of personal blind spots, seek feedback from others.*

**MY LENS:** My view of this situation may be influenced by \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

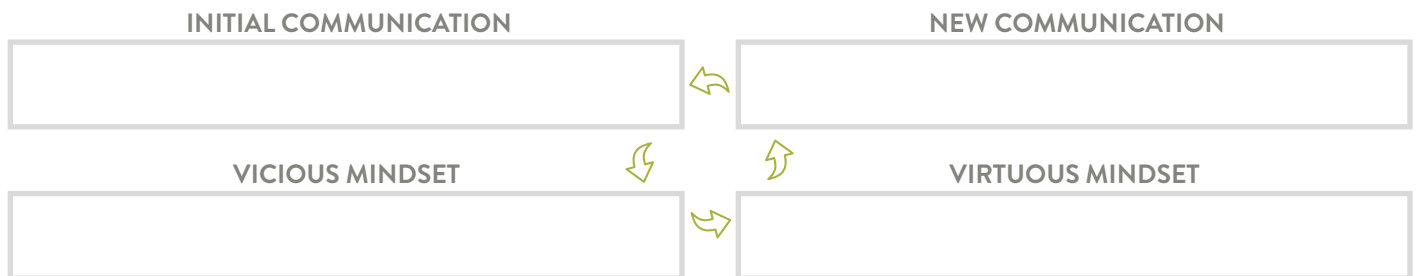
### 3. STEP BACK



Could there be other ways to see the same situation?

- ? How could different backgrounds result in different styles and preferences?
- ? What influences impact the way others think, feel, or behave?
- ? Is their idea or approach bad, wrong, or just different?
- ? Are you taking time to listen, ask questions, or to put yourself in the other person's shoes?

**REFRAME WHEN NEEDED:** Use the vicious, virtuous cycle to see and respond to others in productive ways.



#### TIP

*To understand someone else's "why", remember to ask and not assume.*

**THEIR LENS:** A different way of seeing the same situation might be \_\_\_\_\_  
\_\_\_\_\_.

### 4. ADAPT



Combine your diverse views for a win-win.

- ? How can you adapt to meet the other person where they are?
- ? Is there something you or the other person needs to let go of for the best outcome to emerge?
- ? Is there a third alternative?
- ? If your perspectives differ, how can you work together in a way that gets the job done while respecting all points of view?
- ? How can you make your differences and strengths work together for a win-win solution?
- ? If your perspectives are similar, how can you build on commonalities for success?

#### TIP

*When improvements are made, celebrate and repeat!*



**OUR BETTER WAY FORWARD:** The best outcome is \_\_\_\_\_  
\_\_\_\_\_.



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