

Developing Collaboration & Inclusion Through Empathy

Britt Andreatta, PhD



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Britt Andreatta

CEO, BrittAndreattaTraining.com
brain-based solutions for today's challenges

Former CLO at Lynda.com, a LinkedIn company

10 million+ views worldwide of online courses

Author of 3 books on the brain science of success

PhD, Education, Leadership + Organizations
MA in Communication/Media

Professor + Dean at University of California and Antioch University



Britt Andreatta

WIRED TO CONNECT
The Brain Science of Teams and a New Model for Creating Collaboration and Inclusion

WIRED TO RESIST
The Brain Science of Why Change Fails and a New Model for Driving Success

WIRED TO GROW
Harness the Power of Brain Science to Master Any Skill

Britt Andreatta, PhD

Creating a Culture of Learning in 6 Steps

6 TIPS for working with the BRAIN to Create Real Behavior Change

COURSE The Neuroscience of Learning
By Britt Andreatta
2h 56m • Skills: Teaching

COURSE Delegating Tasks to Your Team
By Britt Andreatta
2h 27m • Skills: Management, Teamwork

COURSE Leadership Fundamentals
By Britt Andreatta
2h 29m • Skills: Leadership, Organizational Leadership

COURSE Management Fundamentals
By Britt Andreatta
2h 5m • Skills: Management, Human Resources

COURSE Organizational Learning and Development
By Britt Andreatta
2h 22m • Skills: Human Resources, Talent Management

COURSE Leading Change
By Britt Andreatta
2h 42m • Skills: Organizational Leadership, Executive Leadership

COURSE Having Difficult Conversations
By Britt Andreatta
2h 17m • Skills: Management, Coaching

COURSE Leading with Emotional Intelligence
By Britt Andreatta
2h 48m • Skills: Leadership, Communication



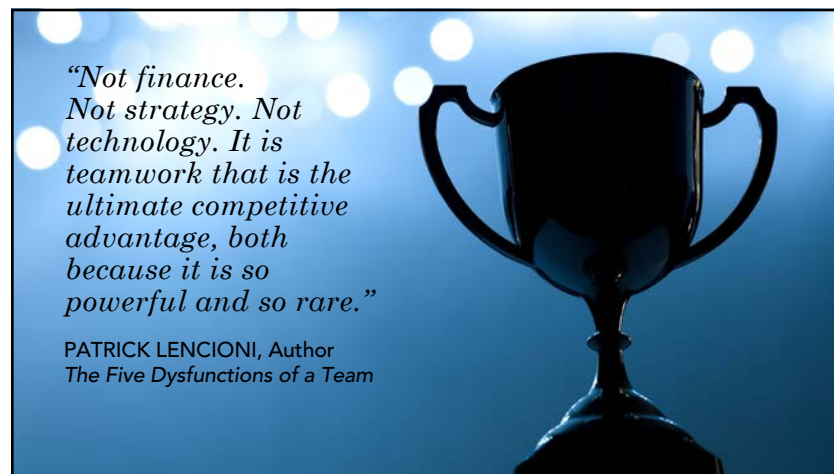


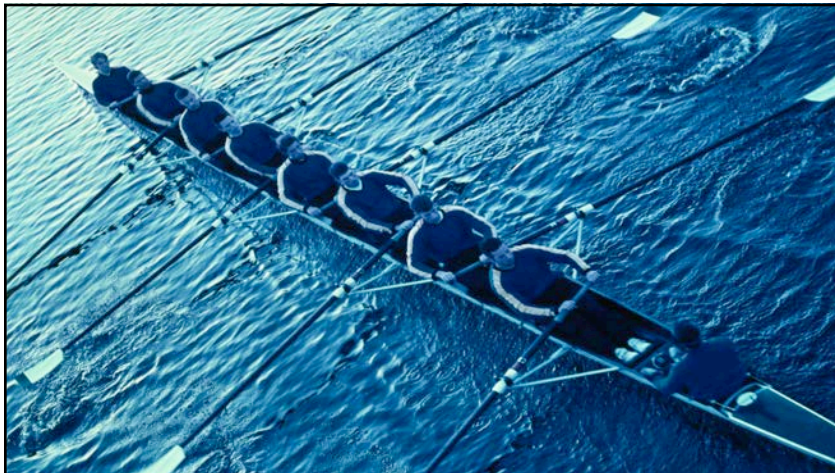
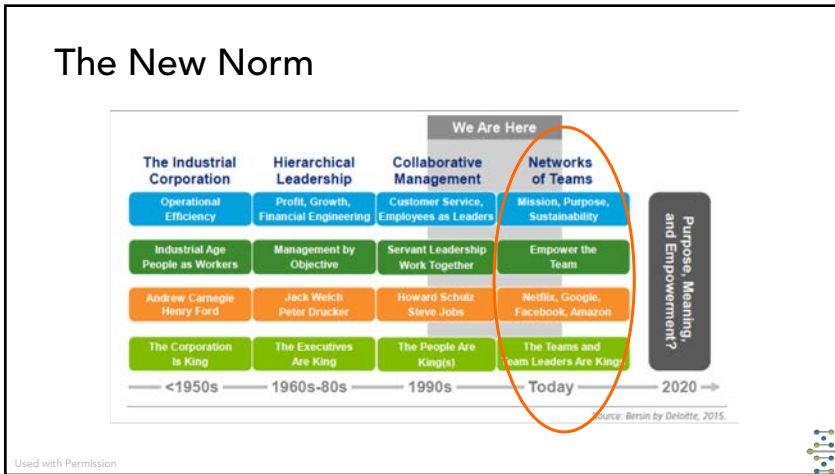
Our Pathway

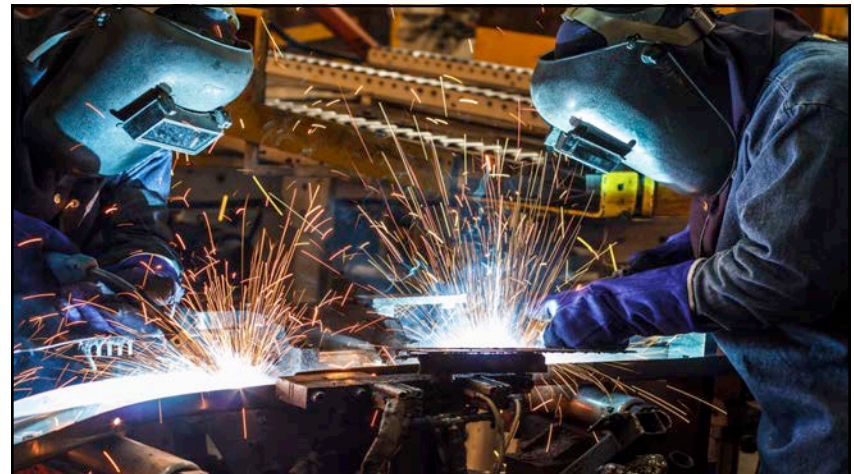
- Teams Today
- Brain Science of Teams
- Survival + Safety
- Belonging + Exclusion
- Creating Inclusion
- Teaching Empathy

A graphic featuring a stylized brain made of a network of white lines and dots on a dark blue background. A hand is visible at the bottom, reaching up towards the brain.

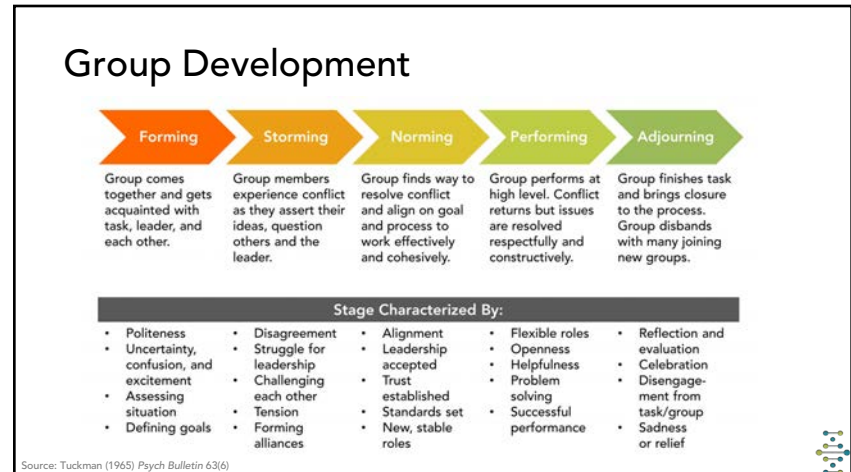
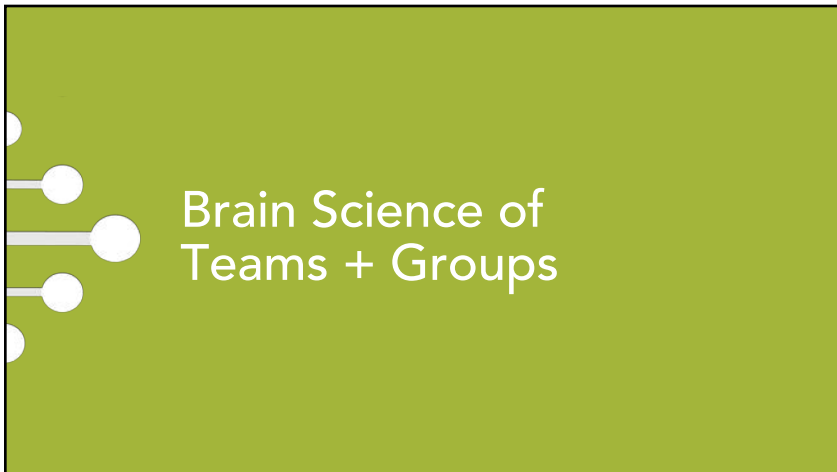
Teams Today

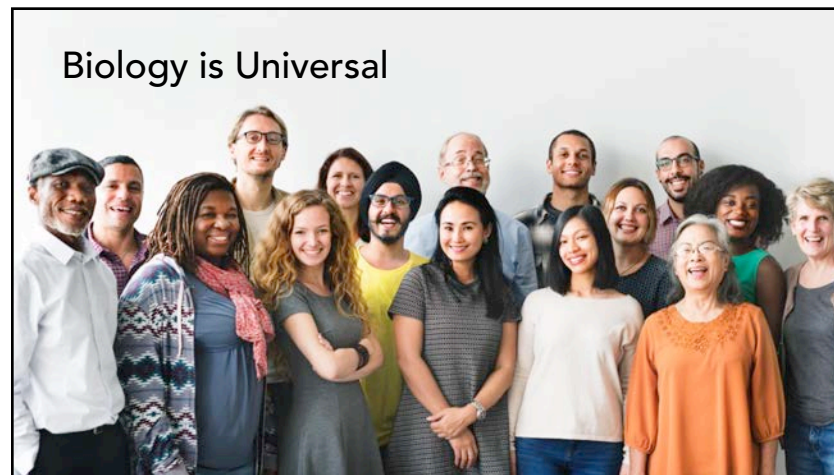
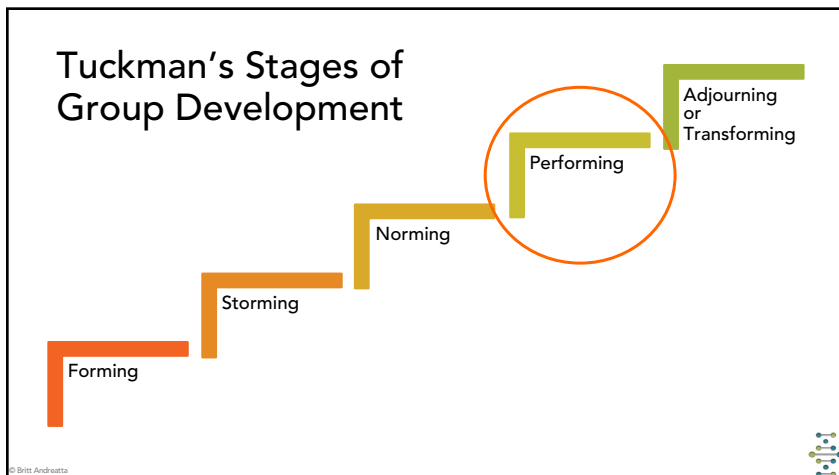


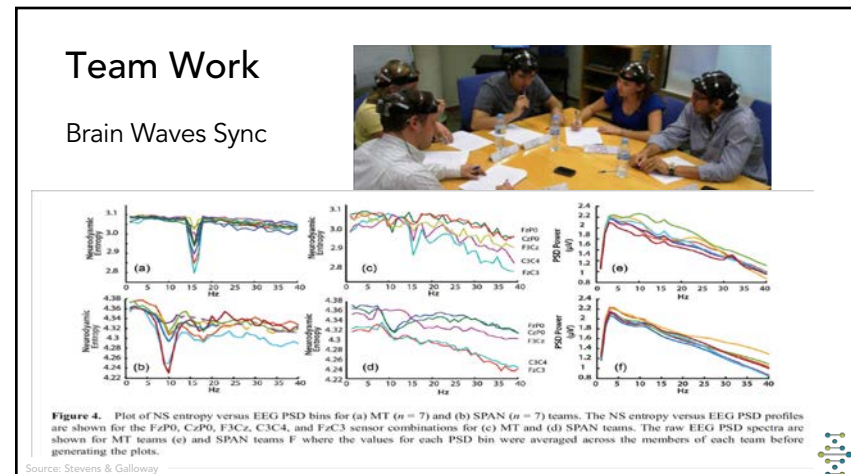
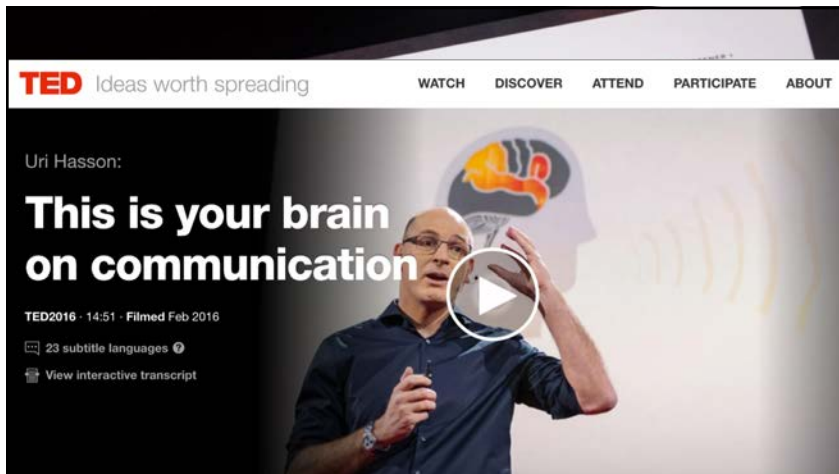
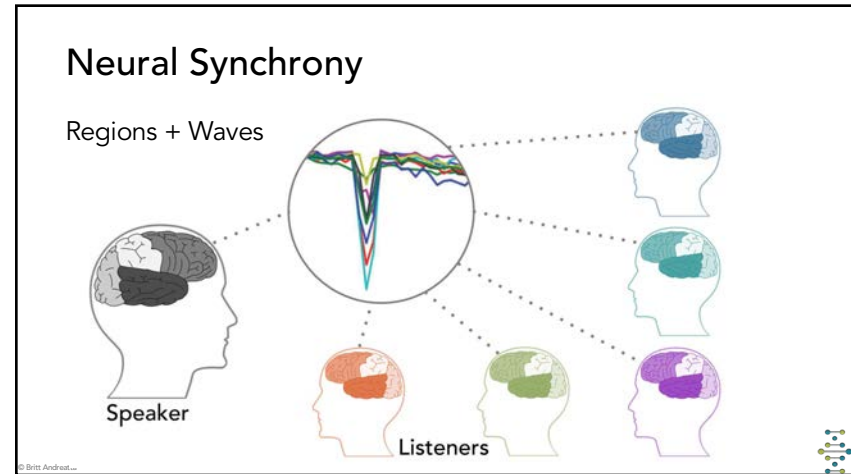
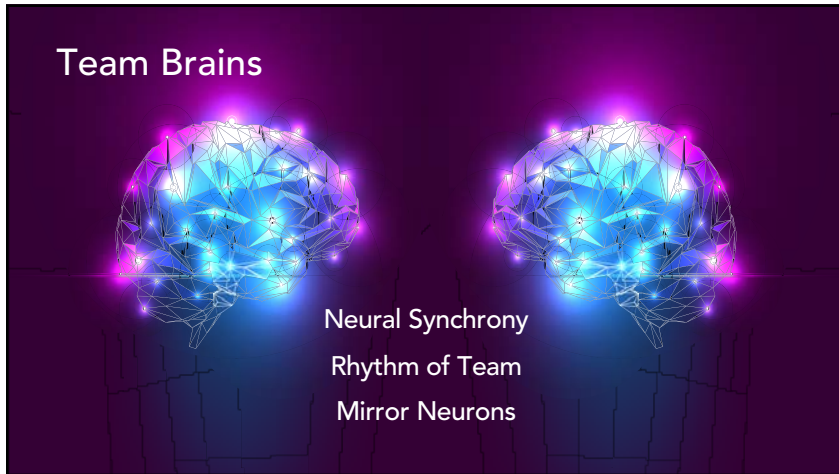












Team Work

- Identifying problem
- Forming possible solutions
- Sharing ideas
- Converging on one solution
- Dealing with unexpected challenges

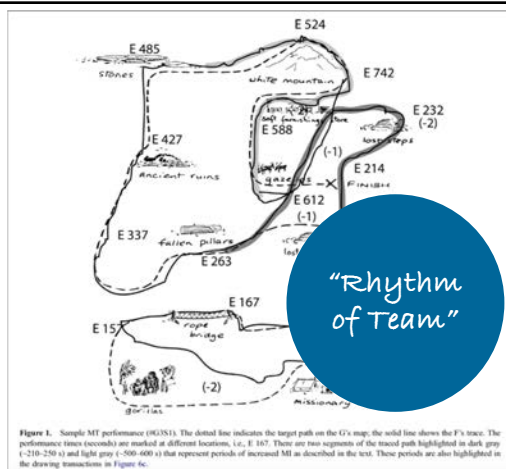
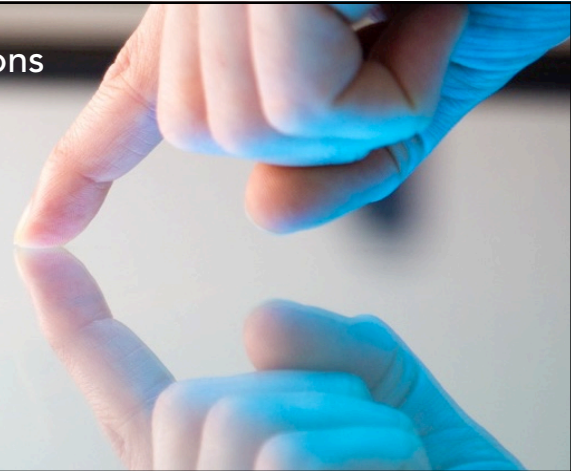


Figure 1. Sample MT performance (MUSI). The dotted line indicates the target path on the G's map; the solid line shows the P's trace. The performance times (seconds) are marked at different locations, i.e., E 167. There are two segments of the traced path highlighted in dark gray (-210-250 s) and light gray (-500-600 s) that represent periods of increased MI as described in the text. These periods are also highlighted in the drawing transactions in Figure 6c.

Source: Stevens & Galloway

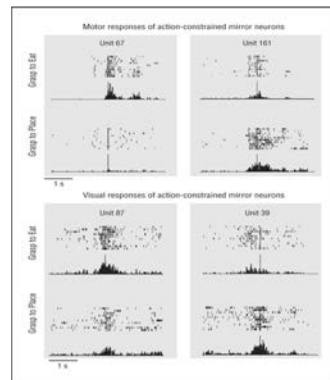
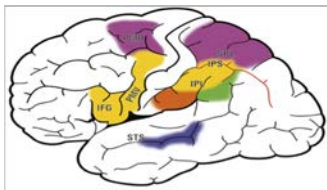
Mirror Neurons

When we observe another, the same region of our brain lights up



Mirror Neurons

Cortical areas related to the parietofrontal mirror system responding to different types of motor acts.



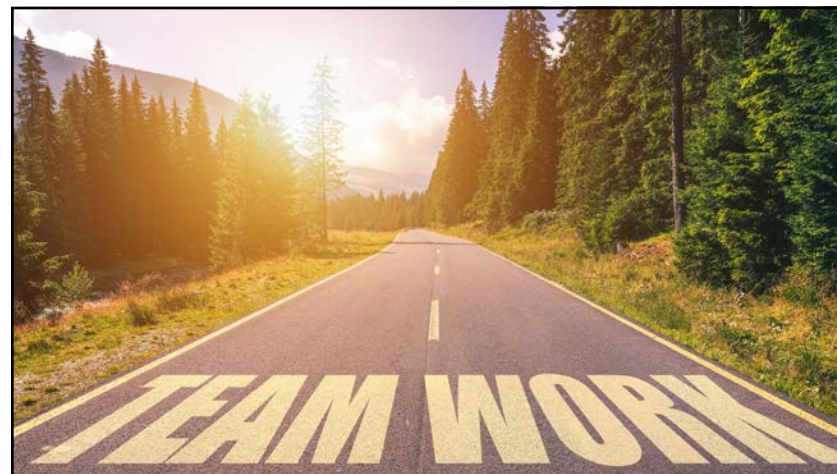
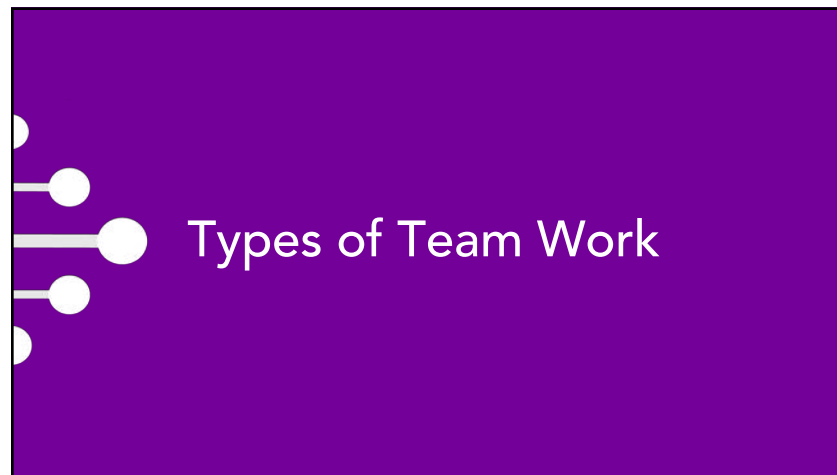
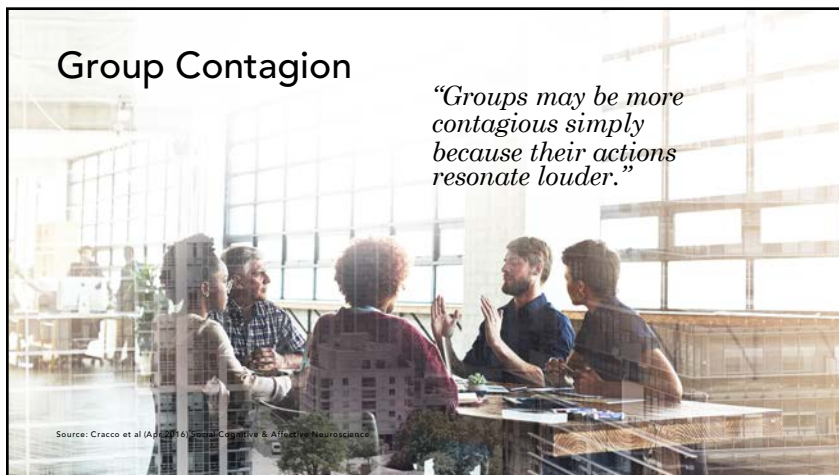
Source: Mirror Neuron System (2009) Arch Neurol. 66(5).

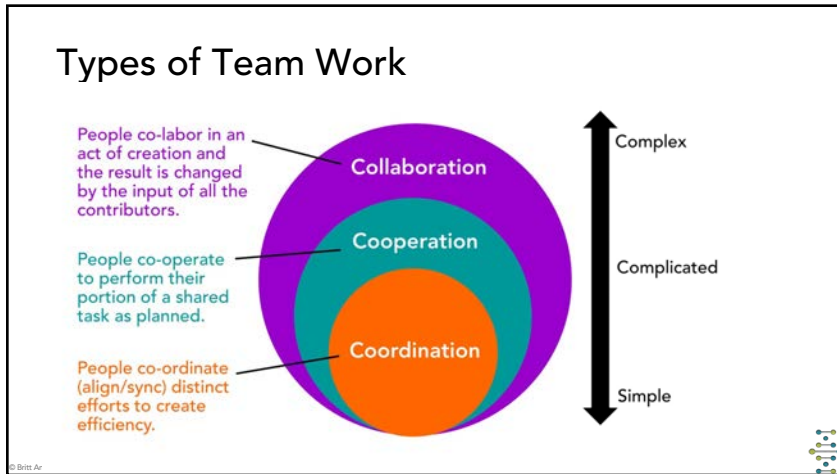
Copyright © 2009 American Medical Association

Increases:

- Learning
- Connection
- Empathy
- Compassion







“
If collaboration does not change you, then you are not collaborating. Collaboration does not come about without some kind of organizational enlightenment.
”

JELENKO DRAGISIC
Author, *The Collaborative Instinct*

Cooperation	Collaboration
The coordinated efforts of a group of 2 or more people to perform their distinct portion of an agreed upon process or task.	The mutual engagement of a group of 2 or more in a coordinated effort to achieve a common goal together, while respecting each individual's unique contributions to the whole.
People co-operate to perform a task as planned.	People co-labor in an act of creation and the result is changed by the input of the contributors.
Smooth process drives efficiency.	Creative tension drives innovation.
Requires planning, alignment, communication, and clear process for execution.	Requires trust, respect, responsiveness, creativity, and mindful process for conflict resolution.

The "Test"

+

Interdependence + Uncertainty



CQ: Thinking Talents

<p>ANALYTIC concerned with data, facts, numbers, being logical and rational</p>	<p>INNOVATIVE concerned with the future, newness, possibilities, strategy, "big picture"</p>
<p>PROCEDURAL concerned with process, operations, logistics, tactics</p>	<p>RELATIONAL concerned with feelings, morale, teamwork, development of people</p>

© Britt Andreatta



CQ: Thinking Talents

<p>Thinking Logically Making Order Seeking Excellence Collecting Fixing it</p>	<p>Innovation Loving Ideas Love of Learning Thinking Ahead Standing Out Strategy Adapting</p>
<p>Reliability Thinking Back Get to Action Having Confidence Focusing Equalizing Taking Charge Precision</p>	<p>Optimism Including Connection Creating Intimacy Peace-making Enrolling Storytelling Particularize Believing Mentoring Feeling for Others</p>

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What's Your CQ?

Visit this site to print out your "Drivers of Thinking Map"
<https://cqthebook.com/downloads>

Do for yourself and then with your team to identify your strengths and gaps.

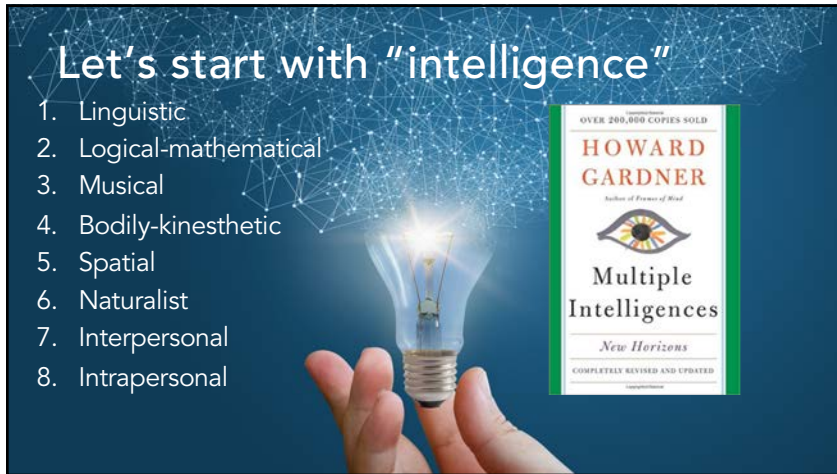


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Let's start with "intelligence"

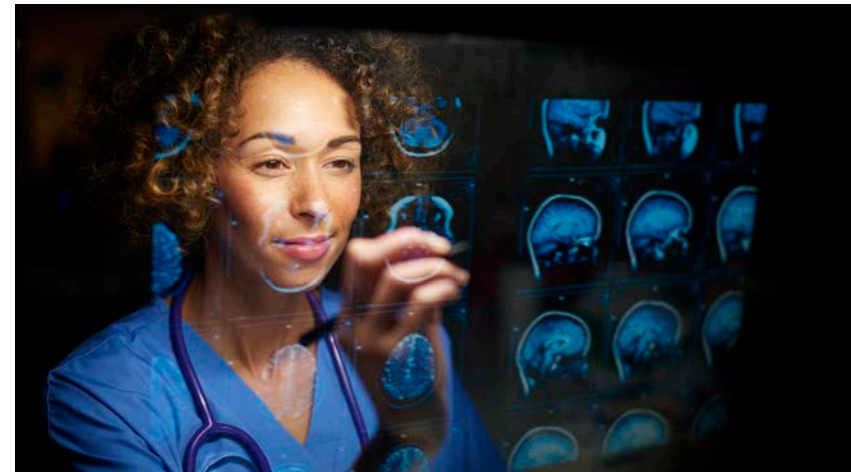
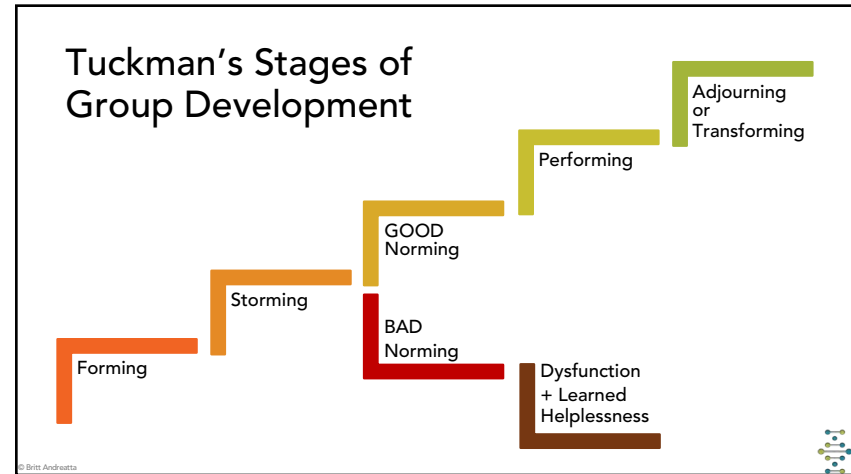
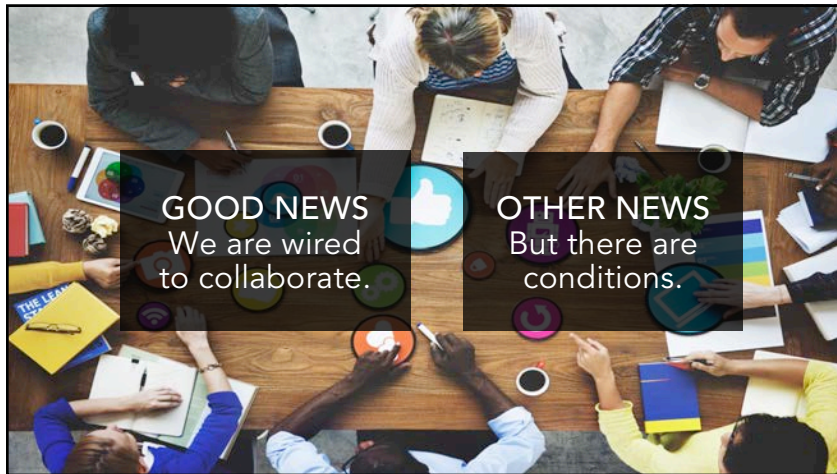
1. Linguistic
2. Logical-mathematical
3. Musical
4. Bodily-kinesthetic
5. Spatial
6. Naturalist
7. Interpersonal
8. Intrapersonal

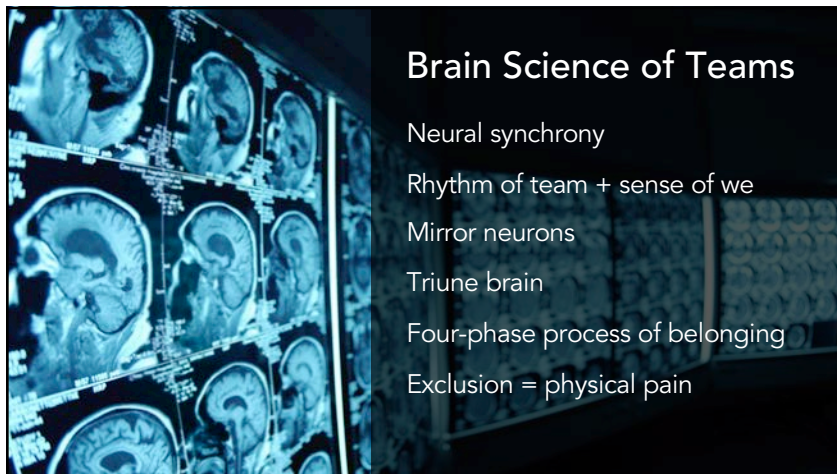


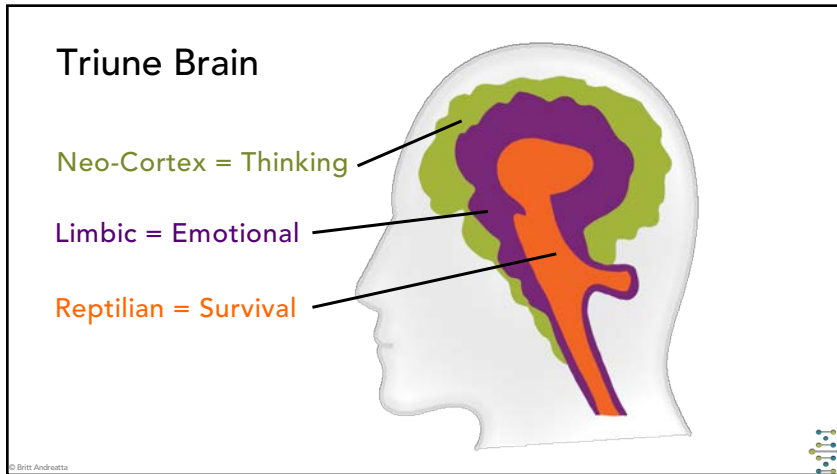
"The best team leaders enable and empower others to collaborate. They have made the critical pivot from performer to facilitator."

BRITT ANDREATTA, PhD
Author, *Wired to Connect*



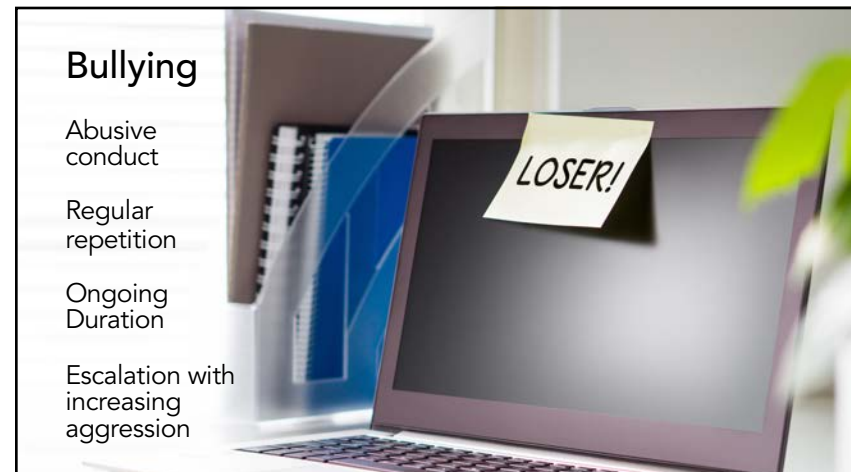

















Hidden Costs

- 80 percent lost work time worrying about the incident
- 78 percent said their commitment to the org declined
- 66 percent felt their performance declined
- 48 percent intentionally decreased their work effort and time at work
- 12 percent left the job



“*Psychological safety is a sense of confidence that the team will not embarrass, reject or punish someone for speaking up with ideas, questions, concerns or mistakes. It is a shared belief that the team is safe for interpersonal risk-taking...*”

AMY EDMONDSON, Professor
Harvard Business School





“ Psychological safety is a sense of confidence that the team will not embarrass, reject or punish someone for speaking up with ideas, questions, concerns or mistakes. It is a shared belief that the team is safe for interpersonal risk-taking... It describes a team climate characterized by interpersonal trust and mutual respect in which people are comfortable being themselves.



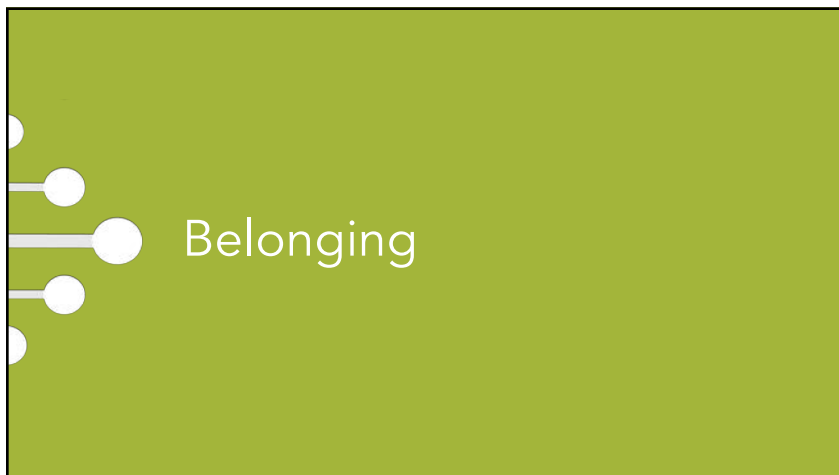
AMY EDMONDSON, Professor
Harvard Business School

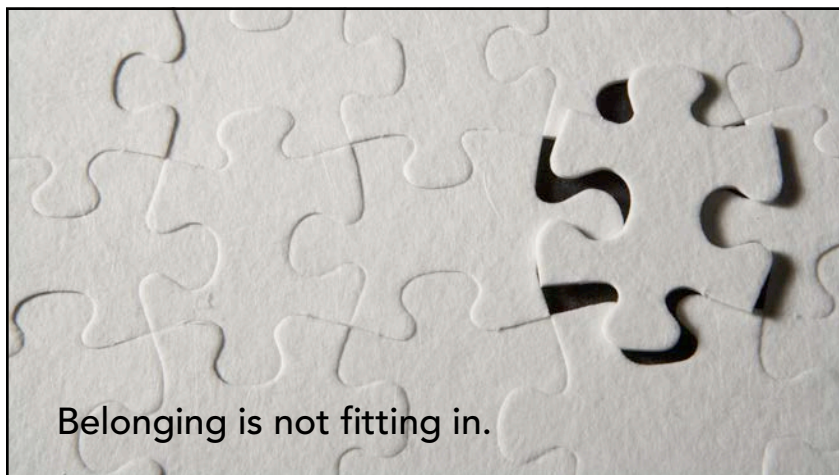
”

“We were pretty confident that we'd find the perfect mix...for a stellar team. We were dead wrong. Who is on a team matters less than how the team members interact.”

JULIA ROZOVSKY, People Analytics at Google









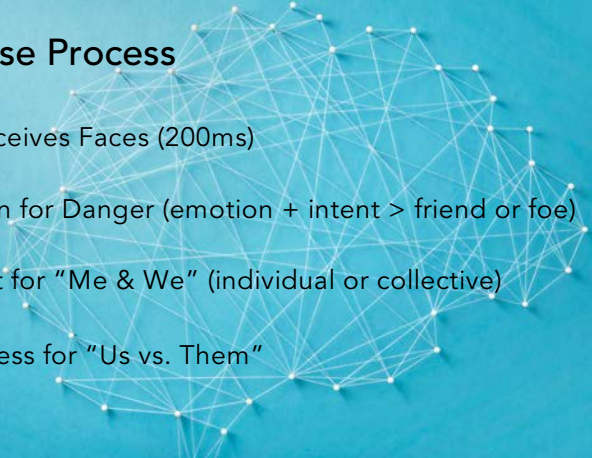
“ *Fitting in is the greatest barrier to belonging. Fitting in is assessing situations and groups of people, then twisting yourself into a human pretzel in order to get them to let you hang out with them. Belonging is something else entirely—it’s showing up and letting yourself be seen and known as you really are.* ”

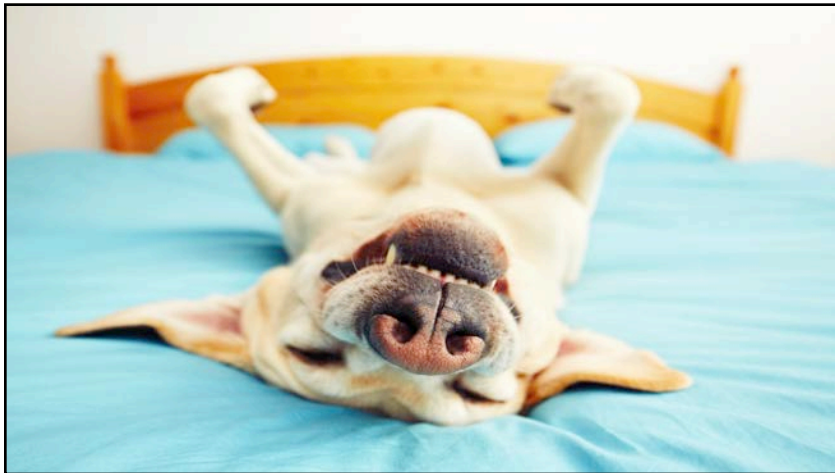
BRENÉ BROWN, PhD
Author, *Daring Greatly*



4 Phase Process

1. Perceives Faces (200ms)
2. Scan for Danger (emotion + intent > friend or foe)
3. Sort for “Me & We” (individual or collective)
4. Assess for “Us vs. Them”



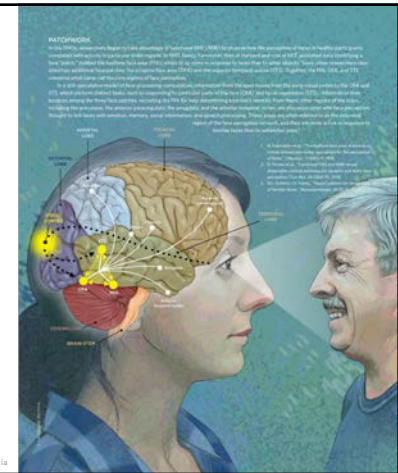


1. Face Perception

200ms

3 brain areas (FFA, OFA, StS)
+ individual neurons

More active with "familiar"
+ memory areas



Sources: A Face to Remember (2014) The Scientist

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2. Scan for Danger

Amygdala + Insula

Signs of emotions + intent

Categorize as friend or foe



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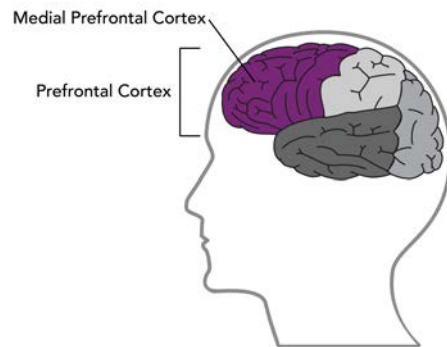
3. Sort for "Me and We"

Medial Prefrontal Cortex (MPFC)

- Individual self + collective self

In group/out group

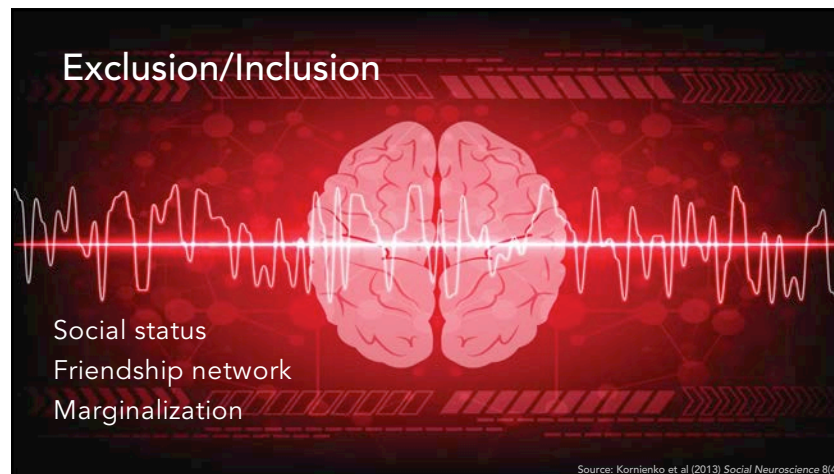
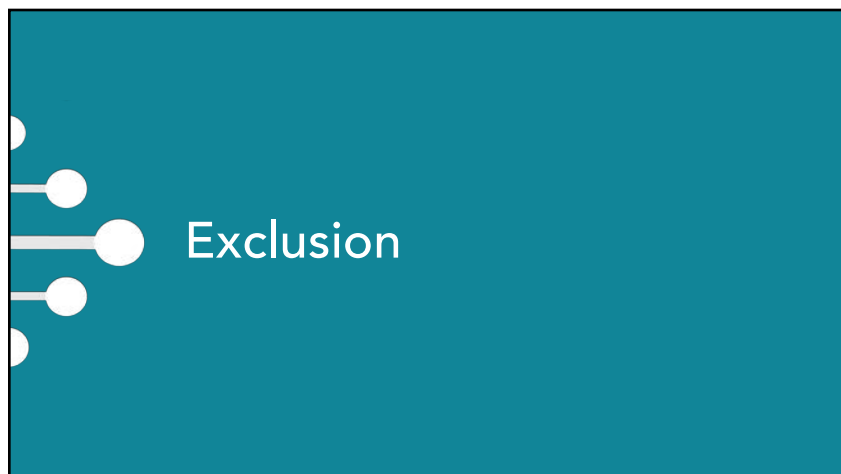
- "Sense of We"

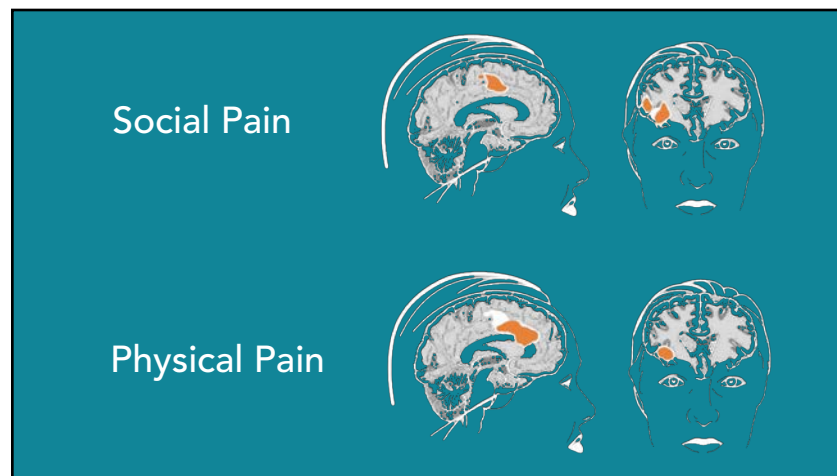
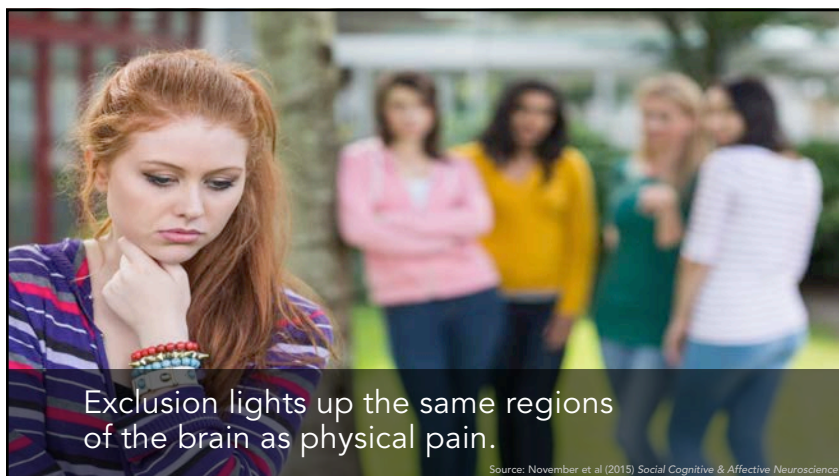
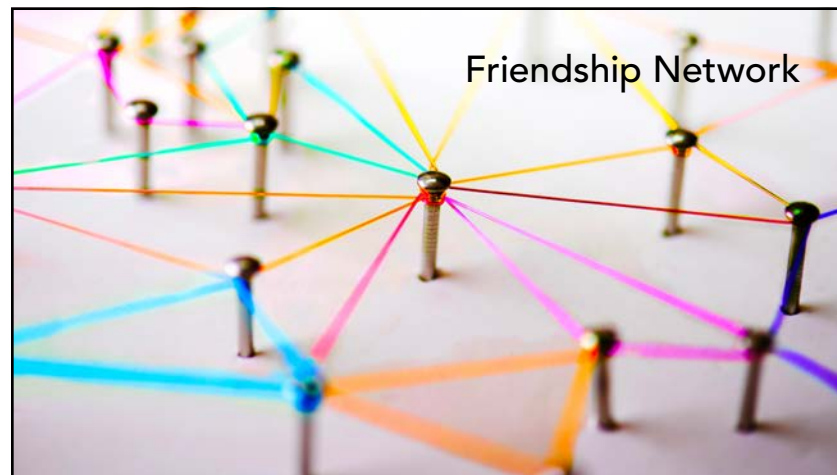


4. Assess "Us vs. Them"

Different neural signatures for competition







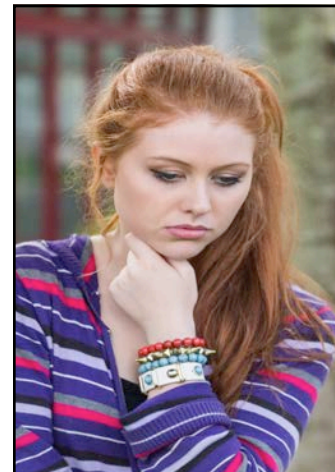


Symptoms of Long Term Exclusion

- Less able to perform on difficult tasks
- Poor impulse control
- Poorer sleep quality
- Weakened immune systems
- Feel sadness, anxiety, depression, helplessness and unworthiness
- Likely to self medicate with alcohol/drugs > substance abuse/addiction
- More prone to suicide

“Long-term ostracism seems to be very devastating. People finally give up.”

DR. KIPLING WILLIAMS, Purdue University



3 Stages of Rejection

1. Initial stage of being excluded = pain
2. Coping > 2 responses:
"Pick me!" or "Screw you!"
3. Resignation > depression, substance abuse, violence to self or others

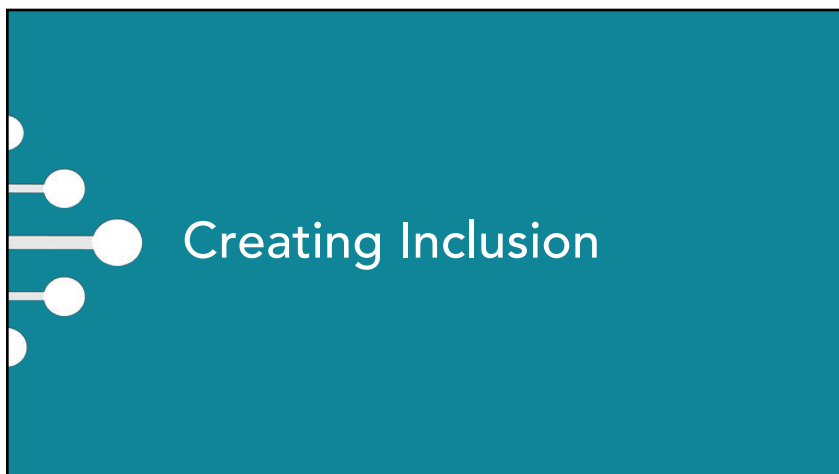
Source: November et al (2015) Social Cognitive & Affective Neuroscience



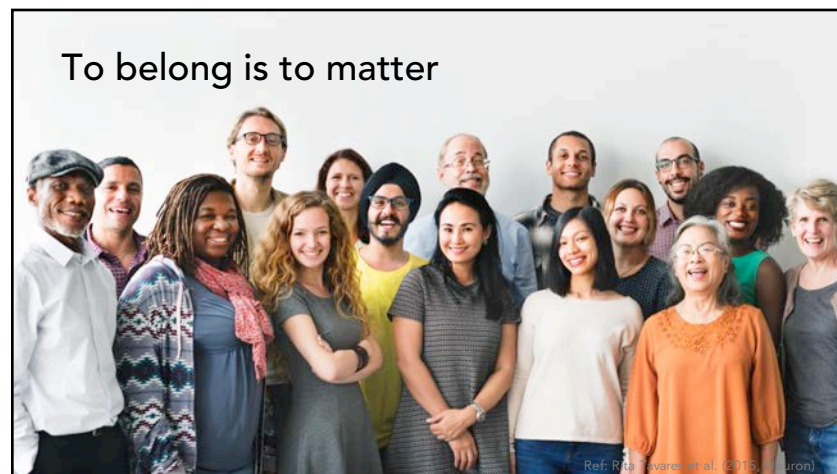
Gangs
Extremist groups
Mental illness



86%
*of school shooters
suffered from
ongoing social
rejection*

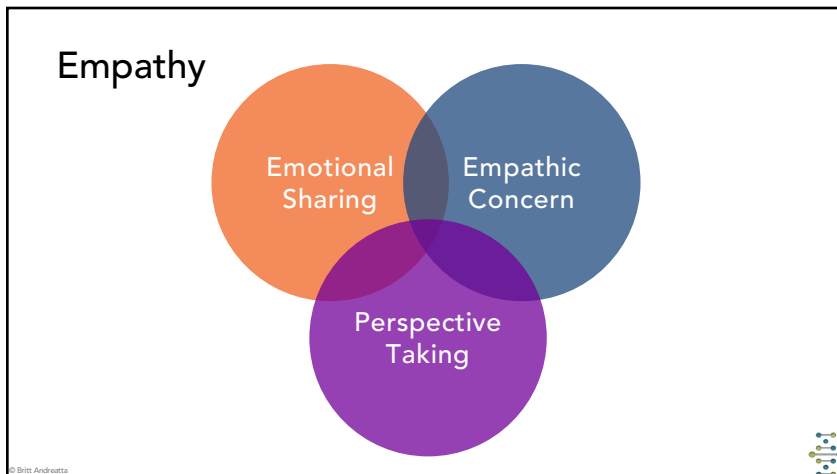
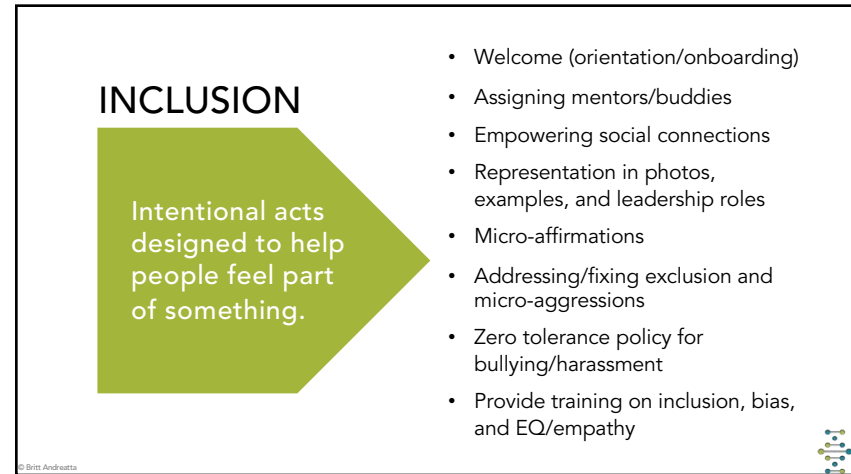
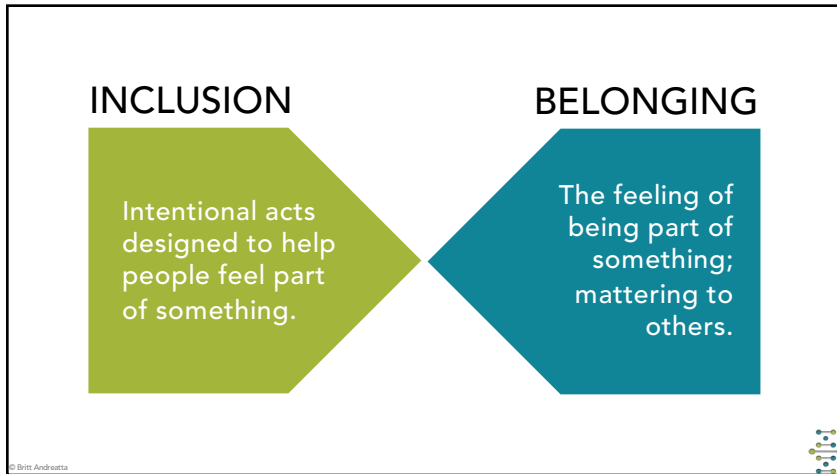


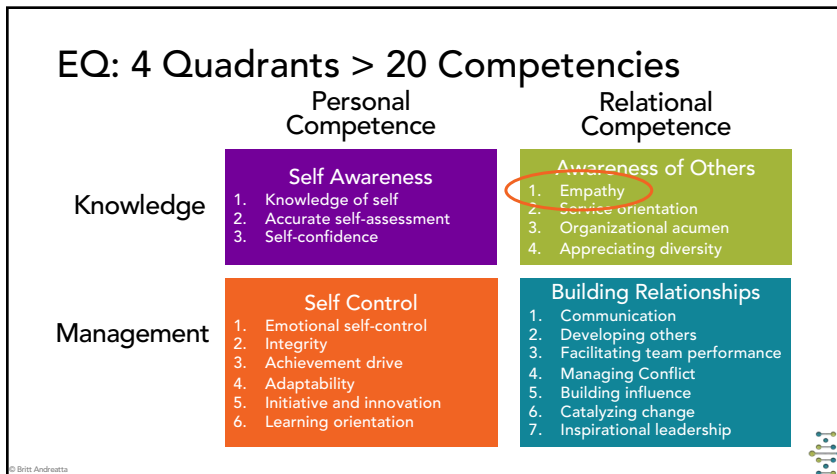
Creating Inclusion



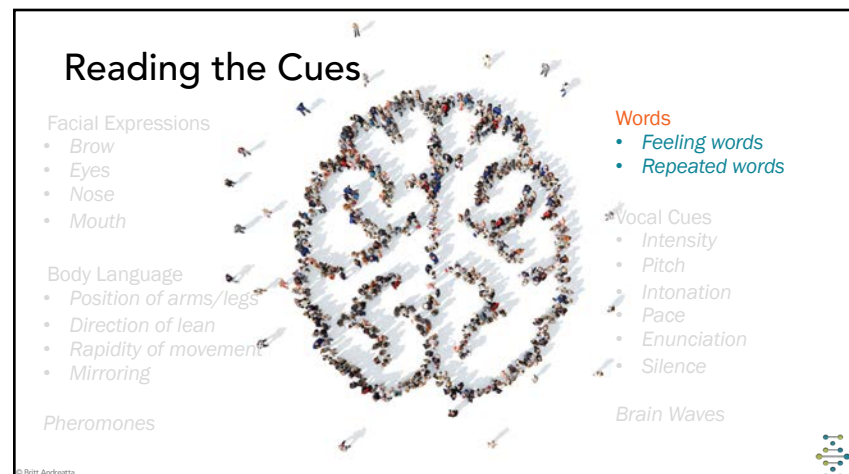
To belong is to matter

Ref: Rita Favara, et al. (2015). (iron)





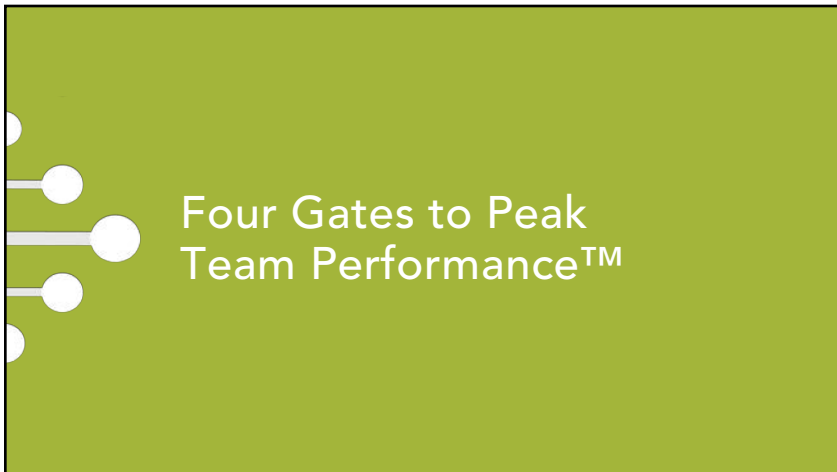
- ### 8 Ways to Teach Kids Empathy
1. Helps kids develop strong self-regulation skills
 2. Seize everyday opportunities to model and induce sympathetic feelings for other people
 3. Help kids discover what they have in common with others
 4. Foster cognitive empathy through literature and role-playing
 5. Praise kids when they demonstrate empathy and compassion
 6. Help young children improve their face-reading skills
 7. Discuss the limitations and dangers of media
 8. Talk with children about mechanisms of moral disengagement—the rationalizations that people use to justify callous or cruel acts



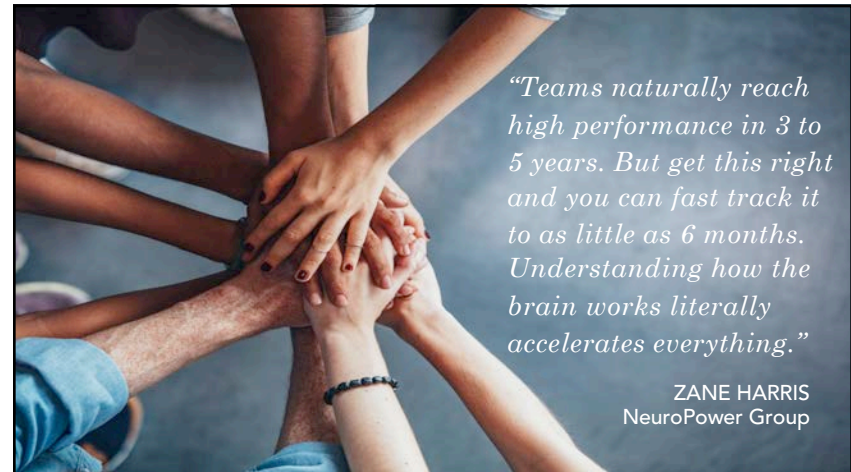


Training Adults on Empathy

- 1 Instruction on benefits of empathy as well as how to identify emotions, feel those emotions, and comment appropriately on them.
- 2 Model showing empathy (modes can be live, video, audio or written). Show appropriate expression of empathy or failure followed by better response.
- 3 Have people practice showing empathy in training and real situations (in person with trainer or online using video, audio, or written modes).
- 4 Provide constructive feedback on attempts. Include praise for appropriate responses and instruction for improving other responses.



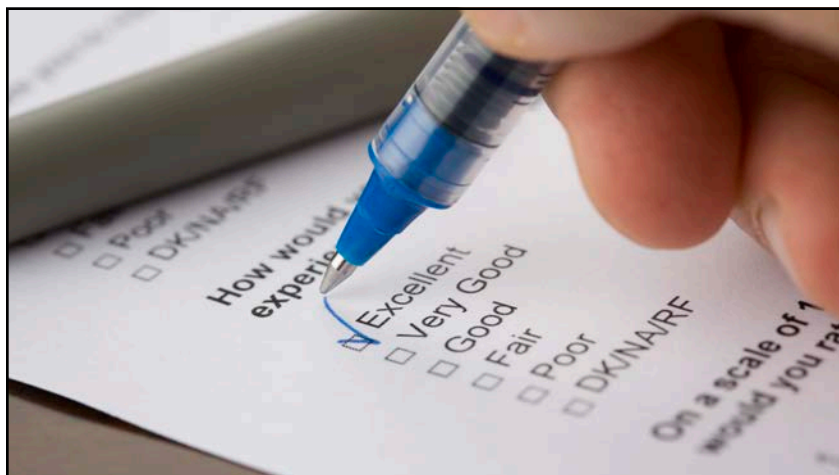
Four Gates to Peak
Team Performance™



“Teams naturally reach high performance in 3 to 5 years. But get this right and you can fast track it to as little as 6 months. Understanding how the brain works literally accelerates everything.”

ZANE HARRIS
NeuroPower Group








Hold Teams Accountable as a Unit		
Expectations + Agreements	Productive ways to call out violations	Clear and fair consequences
Take responsibility	Correct the situation	Accept the consequences

Britt Andreatta, PhD
science-based solutions that drive success



books	training	speaking

Britt Andreatta
TRAINING SOLUTIONS