

# Knowing me, knowing you

Virtual Handout



## **My identity**

**Knowing who we are, how we see others, and how they see themselves, helps us work better together.**

Complete as many “I am” statements as you can.

I am...

## **Questions to consider**

1. How would your colleagues fill out this page?
2. Who do you naturally connect with?  
Do their identities overlap with yours?
3. How does understanding more about each other help us work better together?

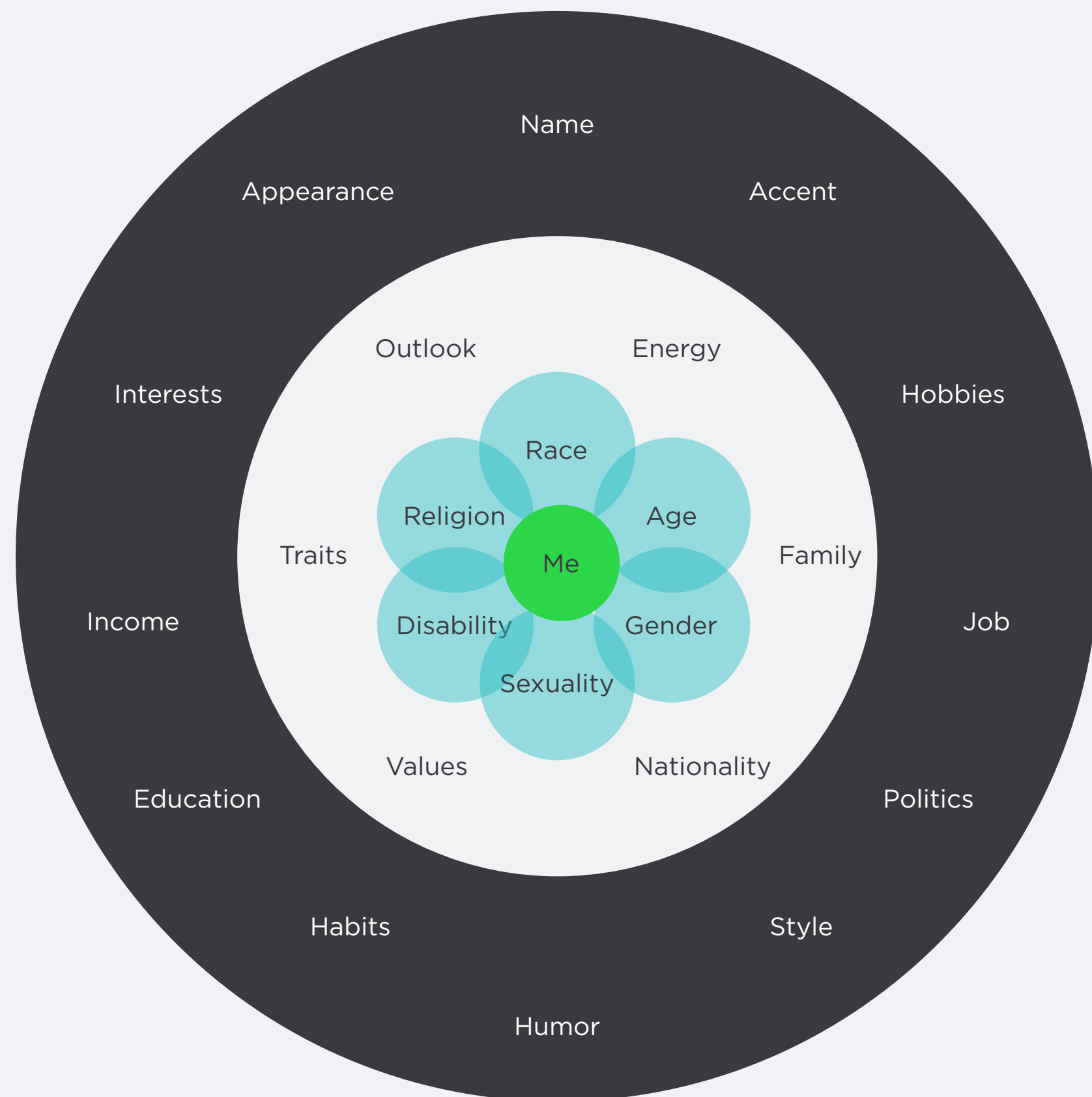
# Difference is infinite

**... but not all differences are treated equally.**

Some identities give us headwinds while others give us tailwinds. Making the “invisible” visible—whether our own identities and experiences or that of others—equips us to build richer relationships and work better together.

How do my identities support and hinder my experience at work?

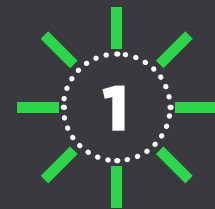
How might my colleagues’ identities support and hinder them at work?



# Filter bubbles

Our filter bubbles, unexamined, limit the information we take in, make others feel “filtered out,” and inhibit our creativity.

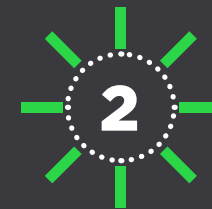
Here are some steps to bursting the filter bubble:



## Invite

*“My door is always open”*

- Let others know that you are open
- Repeat the invitation often



## Seek

*“What perspectives am I missing?”*

- Notice which perspectives you’re missing
- Seek information and feedback that doesn’t naturally come to you



## Change

*“How can I grow?”*

- When you disagree, try to understand their whole perspective
- Be open to changing your mind

# Cooling our “hot” buttons



## The event

What we observe or experience



## The internal response

What we think/feel about the event



## The external response

The action (or inaction) we take



## The impact

How our response affects others

Beyond the filter bubble, it’s common to have unconscious negative reactions when we encounter difference. Here are some cooling tactics to overcome them:

01

**Assume positive intent**  
put yourself in their shoes

02

**Ask others**  
sense-check your response with trusted (and objective) peers

03

**Discuss differences**  
share your perspective and hear about theirs

04

**Craft a response**  
plan what you’ll do the next time that button gets pushed

What are my hot buttons?

What will I do to mitigate their impact?

# We can all impact belonging

Unwritten rules have the power to help or hurt the inclusiveness of the environment. The following behaviors encourage connection and understanding:

## Does your team ...?

- |   |                          |
|---|--------------------------|
| Acknowledge when you've made a mistake              | <input type="checkbox"/> |
| Speak up when you have a more efficient process     | <input type="checkbox"/> |
| Admit when you don't know the answer                | <input type="checkbox"/> |
| Choose direct conversation over gossip              | <input type="checkbox"/> |
| Assume others' positive intent                      | <input type="checkbox"/> |
| Give one another constructive, informal feedback    | <input type="checkbox"/> |
| Ask each other for help                             | <input type="checkbox"/> |
| Address disagreements through respectful discussion | <input type="checkbox"/> |

## A few ways you can encourage these behaviors with your team:

- ☐

**Model it**  
Start doing the behavior yourself to set a good example
- ☐

**Encourage others**  
Express appreciation when you notice others doing them
- ☐

**Build habits**  
Suggest processes or enlist leaders' help in making these behaviors the expectation

One way I will influence my team's collaborative environment is	I will take action by:
<div></div>	<div></div>

## **5 tips for success**

**01**

Get to know your own and others' headwinds and tailwinds.

**02**

When you encounter difference, listen to understand.

**03**

Ask often, "Whose perspective am I missing?"

**04**

Assume others' positive intentions before judging.

**05**

Notice your team's unwritten rules and make them inclusive.