



Session III B, July 24-26, 2017

33. The Neuroscience of Appreciation: Increasing Curiosity, Empathy and Effective Communication Across Differences

Did you know within 200 milliseconds of seeing someone, our brain unconsciously categorizes them as being like us or not like us? We can override these dualistic instincts by consciously accessing the brain's untapped capacity to appreciate others. We will explore how recent research on the neuroscience of appreciation can help us to strengthen our abilities of curiosity, empathy, and compassion and counter the mechanisms that feed exclusion and the polarization of differences. This function of the brain is also critical in building trusting, collaborative relationships in business, since it promotes performance and innovation. By strengthening the brain's capacity to see differences, we can create supportive work environments, and increase the lens of affirmation, while moving away from fear-based, unconscious responses.

Designed for: Anyone who is interested in working more effectively across differences either individually or within organizations, and wants to advance inclusion, intercultural management, or build appreciation-based work environments by learning brain-based tools.

Workshop Objectives

You will have the opportunity to:

- Strengthen the positive brain to increase understanding and appreciation of differences, and to override the predisposition of the brain that views difference as negative
- Listen outside of what you know, while engaging empathy, care, and compassion across differences, even if those differences make you uncomfortable
- Gain insight into your own brain state tendencies using the BrainStates Management™ Self-Assessment
- Practice the seven neuroscience dimensions underlying the assessment that help strengthen the positive brain
- Learn the S.A.V.E. communication model to keep the positive brain engaged when you are communicating in particularly challenging conversations that may trigger the defensive brain

Learning Activities

- Explore the importance of the positive brain in inclusion and intercultural management
- Learn and practice specific tools for cultivating appreciation and the positive brain. This will include large group and small group exercises, short video clips, and the opportunity for personal reflection and application.
- Review key models, such as the S.A.V.E. communication model, lecturates on key neuroscience findings and concepts with practical applications.
- Apply the content in a course environment designed for sharing and learning from each other.



Shannon Murphy Robinson, principal and co-founder of *BrainSkills@Work, LLC* is an organizational consultant, trainer, and executive coach in global diversity and inclusion, intercultural management, and leadership development. Shannon has over 15 years of extensive experience creating and implementing large-scale diversity and inclusion initiatives with clients such as Deloitte, Deluxe, General Mills, AT&T, Boston Scientific, the Mayo Clinic, and Cargill. She has combined her expertise in leadership development and inclusion training with neuroscience and in May 2012 achieved advanced certification as a NeuroBusiness coach at Harvard with Dr. Sriniv Pillay. Shannon co-authored the white paper *The Neuroscience of Inclusion: Managing Unconscious Bias*, the *BrainStates Management™ Self-Assessment profile*, and an upcoming book, *The Neuroscience of Inclusion: New Skills for New Times*. She has a M.A. in *Intercultural Communication* from American University in Washington D.C., and is also certified in the IDI and Quantum Healing.

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