

Practice H.O.P.E.S. to become more include!!!!



Play with our dice...

Scientific research shows that it takes at least 12 weeks of practice to change any behavior in a sustainable manner.

We believe in the power of inclusion to unleash the collective intelligence and infinite potential of teams.

Inclusion requires a deliberate effort as it is not how our brain was programmed to survive. If we don't include deliberately, there are chances that we may exclude someone accidentally.

We have created this game to help you develop inclusive behaviors with your employees, customers, suppliers and also in your personal environment. You can leave the dice on your desk as a paper weight and throw it whenever you want to practice inclusive behaviors. Five strategies can make a huge difference: H.O.P.E.S.



Humble Enquiry

If you observe carefully, many of the questions we ask on a daily basis are not really questions. And if they are, they have an agenda and lack the candid humility to asking what we don't know. How are you and the kids? will lead most certainly to a conversation around family, when the person you are calling may want to talk about work. What are you doing here? Is a often a way of saying: "you shouldn't be here". Where do you come from? Spain? Why add a guess if we don't know! Finally most of our questions are closed (asking for "yes" or "no"), which in some cultures leads always to a "yes". They should be avoided in intercultural environments. A humble question is open and has no preconceived views, no double guessing, no other intention than finding out what we don't know.



Observation

Our brain has a tendency to be on automatic pilot. It has a natural tendency to give meaning to what we see rather than simply observe. We tend to interpret situations, rather than simply looking at what we see. When we face other cultures, we may have a tendency to interpret something different through the lense of our own culture and therefore get it wrong (e.g. think two hands joined together are a prayer rather than a greeting). Observation leads to unquestionable assertions. Nobody can contradict a pure observation.



Perspective Taking

Looking at a situation, not only from our perspective, but from others' perspective is an excellent way to make sense of a tense disagreement. If someone bothers you, try to think at what is in their mind. If you find them unprofessional, are you sure they find you professional? Maybe not. Whenever there is a complex situation, try to look at the others' perspective. Try also to have an helicopter view and observe yourself and the other party. What would you tell "them" to do?



Emotional Awareness

Being aware of our own emotions helps us go a long way to prevent tensions, anticipate conflicts and manage ourselves appropriately. Emotional awareness comes with practice. One easy way is to note down how we feel (e.g. from 1 to 10) how we feel in the morning or in the evening. An other practice is to gain mindfulness of our physiological sings of emotions (e.g. us speaking quicker, accelerated heart beat). Pausing and breathing 3 times at regular times during the day will help as well.



Solidarity Building

We have a tendency to notice differences with others. On automatic pilot, our brain will lead us to prefer those who are like us versus those who are different. Finding out what we have in common with others, helps us build empathy, affective trust. It also helps start conversations if we have common passions. It helps us think as "we" and make the best of the collective intelligence, rather than think "me" vs. "you"



Play Again

If we don't include deliberately, chances are that we will accidently exclude someone around us. Practicing H.O.P.E.S. daily is an excellent way to gain awareness, empathy and become a more inclusive leader.

...for deliberate inclusion