Relationship Awareness:

SDI®

August 2018

Premises of Relationship Awareness®



Working with Others Successfully

A theory of relationships based on motivation under two conditions:

- When things are going well
- 2. During conflict





The SDI....

Does

- Generate conversations
- Build relationships
- Manage conflict
- Create understanding



Doesn't

- Say one type is better than another
- Doesn't help if it isn't used

Keep These Thoughts in Mind

- Behavior is driven by motivation to achieve self-worth
- 2. Motivation changes in conflict
- 3. Strengths, when overdone or misapplied, can be perceived as weaknesses
- Personal filters influence perceptions of self and others





Universal Motivation

Every person wants to experience a sense of **self-worth**.

Self worth can come from:

- One's self being valued by yourself
- 2. Others being valued by others …for the things for which you want to be valued.





Relationship Awareness

Relationship Awareness® Theory focuses on the person's

Most predictable motive for behaving

in one style most of the time and for shifting to other styles at other times.



Motivational Value System

A fairly constant set of motives and values that serve as a basis for:

Choosing and giving purpose to behavior

Focusing attention on certain things while ignoring others

Perceiving and judging self and others





Do We Really Look at Things Differently?

The optimist says the glass is half full.

The pessimist says the glass is half empty.

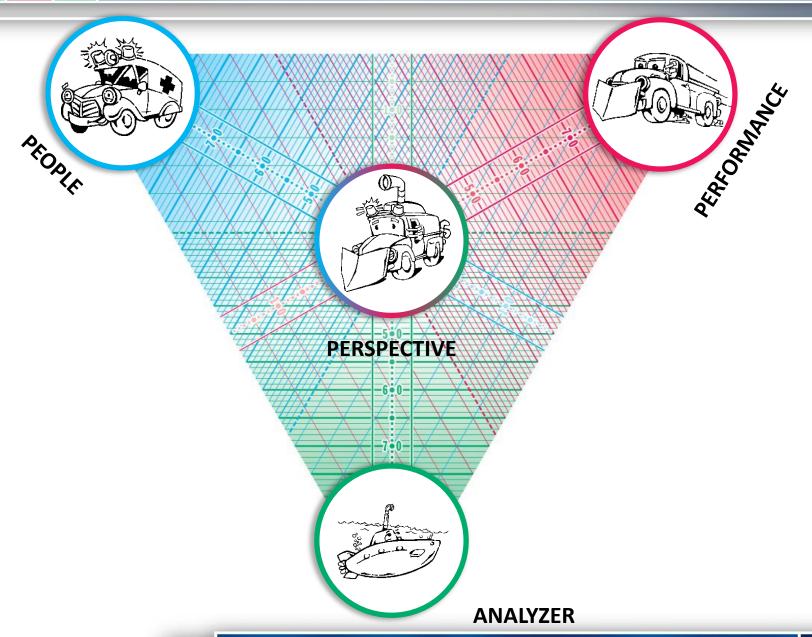
The cynic wonders who drank the other half.

The psychiatrist says it's not about whether the glass is half empty or half full, it's whether there is something in the glass at all.



Relationship Awareness Concepts: Trip Round the MVS Triangle





EOPLE **RED-BLUE** RED-GREEN **BLUE-GREEN** GREEN

The Seven MVS Types

- Where we get our focus
 Over 5.000 possible MVS dots
 and priorities
- Nobestestives of place of the p
- Missbourstaefinet procesy ith walls
- which mesignsthe works to borders





Blue MVS

Altruistic-Nurturing

People who are motivated by the protection, growth, and welfare of others. They have a strong desire to help others who can genuinely benefit.



Altruistic – unselfish concern for the welfare of others

Nurturing – protecting, supporting, and encouraging others



Red MVS

Assertive-Directing

People who are motivated by task accomplishment and achieving results. They have a strong desire to set goals, take decisive actions, and claim earned rewards.



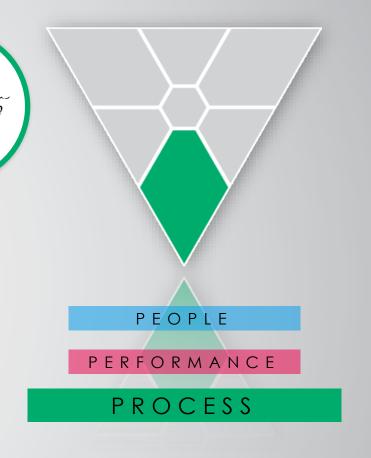
Assertive – confidently self-assured and forceful **Directing** – giving authoritative instruction or guidance



Green MVS

Analytic-Autonomizing

People who are motivated by meaningful order and thinking things through. They have a strong desire to pursue independent interests, to be practical, and to be fair.

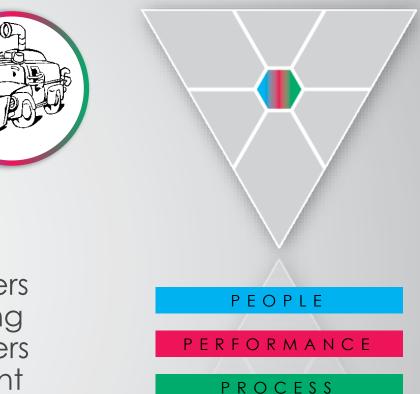


Analytic – methodical examination of structures or information **Autonomizing** – maintaining objective independence, self-governing



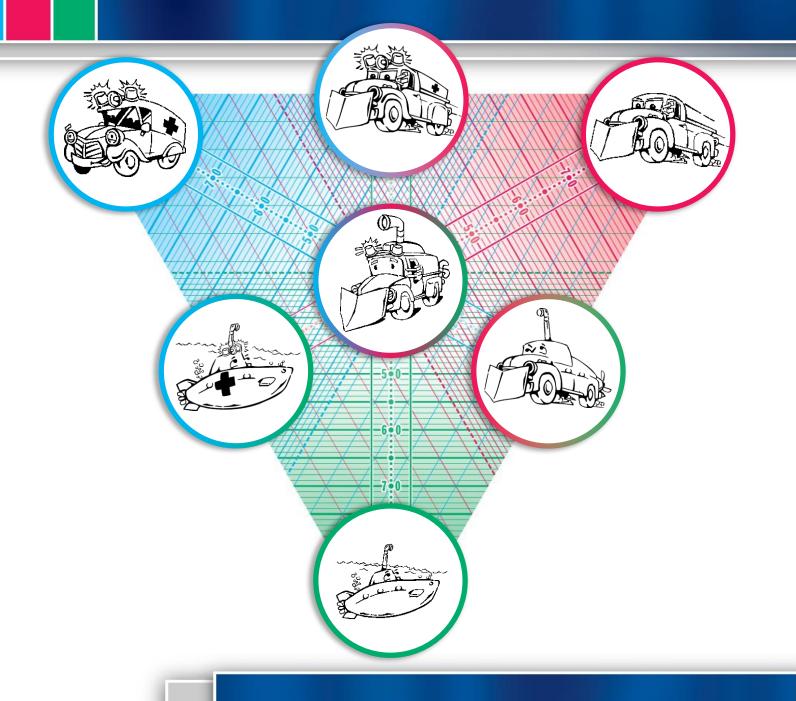
Hub MVS Flexible-Cohering

People who are motivated by flexibility and adapting to others or situations. They have a strong desire to collaborate with others and to remain open to different viewpoints and options.



Flexible – able to respond to changing circumstances and conditions **Cohering** – bringing together to form a united whole







Red-Blue MVS

Assertive-Nurturing

People who are motivated by the maximum growth and development of others. They have a strong desire to direct, persuade, or lead others for the benefit of others.



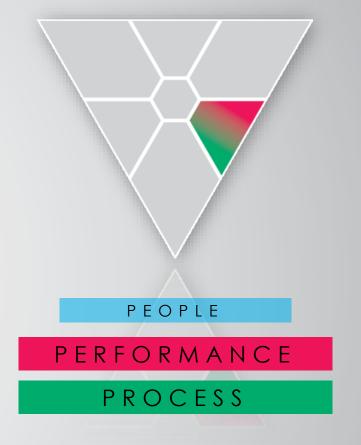
Assertive – confidently self-assured and forceful **Nurturing** – protecting, supporting, and encouraging others





Red-Green MVS Judicious-Competing

People who are motivated by intelligent assertiveness and fairness in competition. They have a strong desire to develop strategy and assess risks and opportunities.



Judicious – having, showing, or being done with good judgment or sense **Competing** – striving to gain or win by doing something better than others





Blue-Green MVS

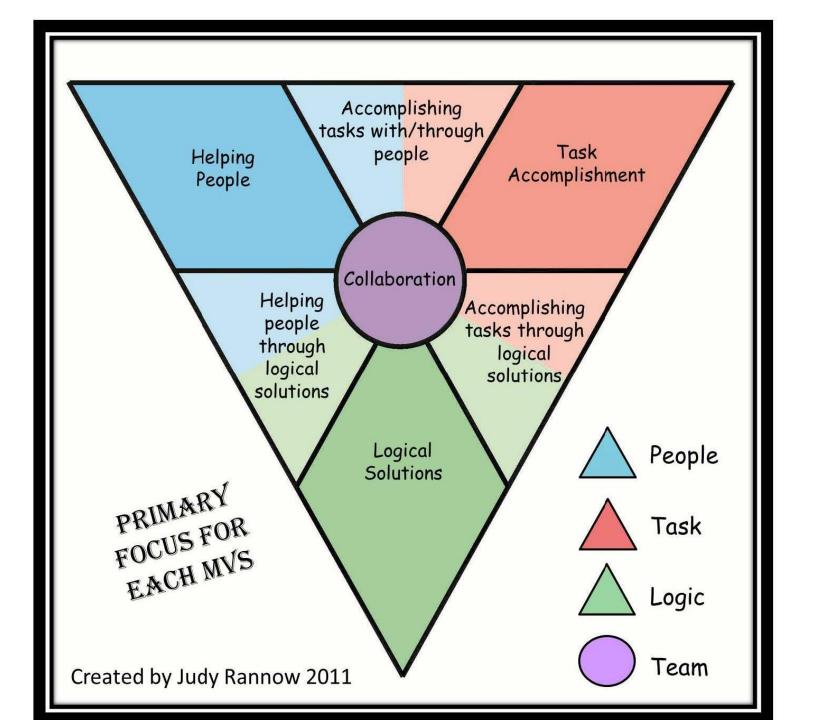
Cautious-Supporting

People who are motivated by developing self-sufficiency in self and others. They have a strong desire to analyze the needs of others and to help them help themselves.



Cautious – careful to avoid potential problems or dangers **Supporting** – providing encouragement, comfort, and emotional help





WHAT IS YOUR MVS?



"Hey everyone, I know a great place to fish and I'll take you there."

"Hey
everyone we
are having a
clam bake,
come join us!"

"I will teach you how to fish."

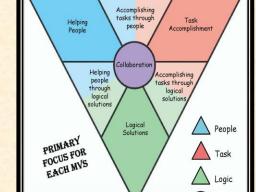
> "Leave me alone, I'm eating."

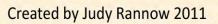


"Last one to

fish goes

hungry."





Charting and Individual Results

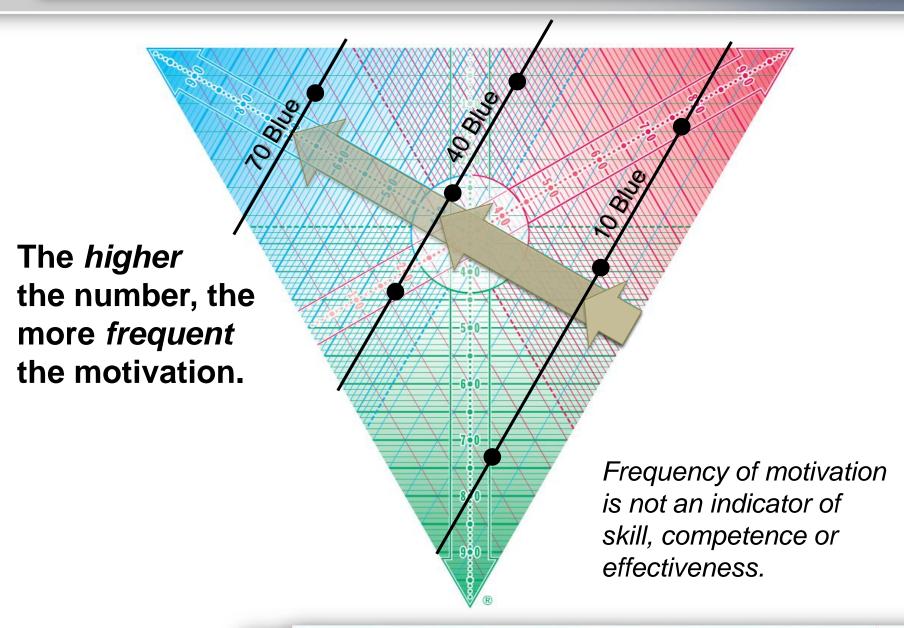


Arrow Dynamics

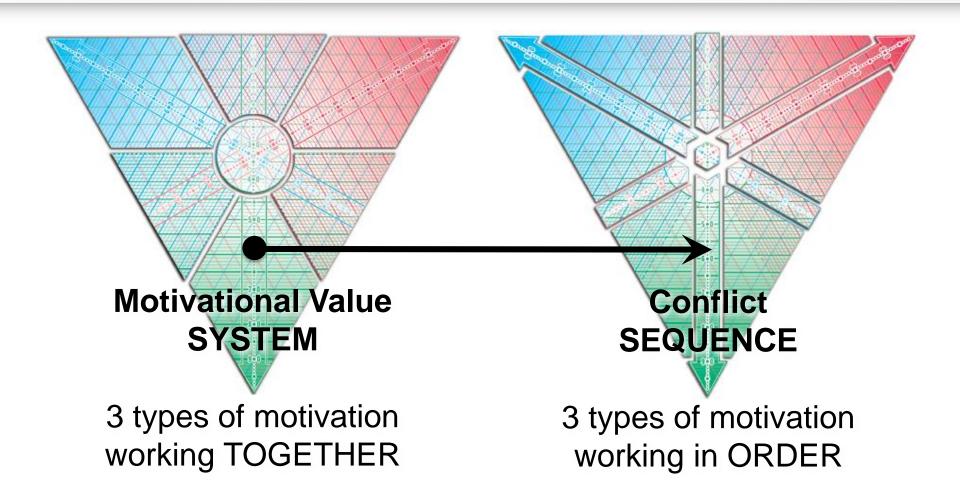
4 steps to understanding:

- 1. Motivational Value System and Valued Relating Style
- 2. Arrow Length
- 3. Conflict Sequence
- 4. Relate Conflict Sequence to Motivational Value System





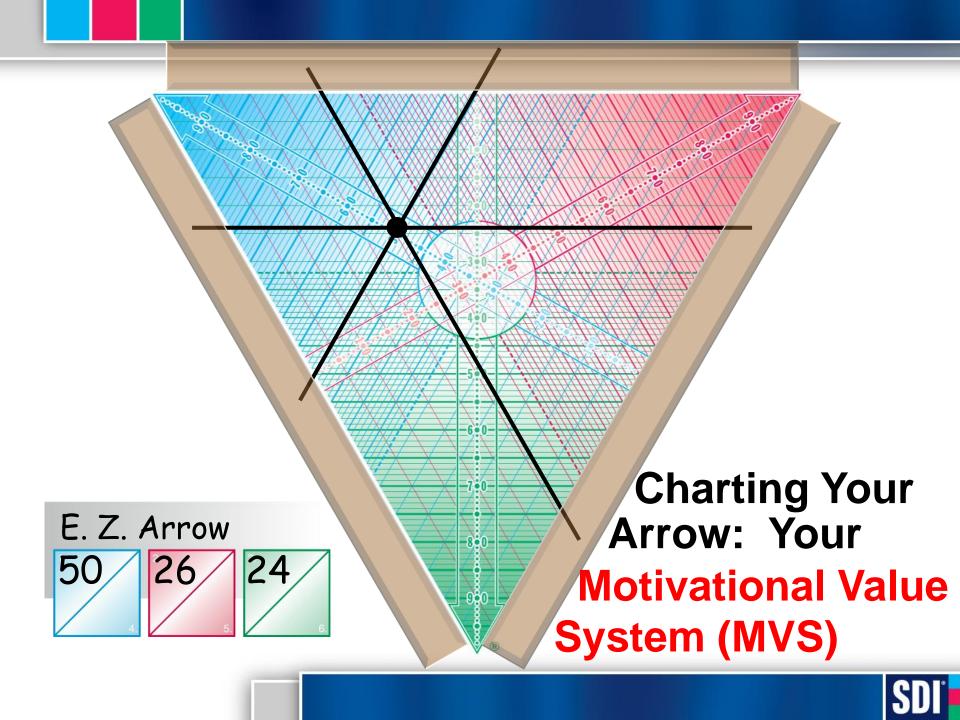
The Dot vs. The Arrowhead

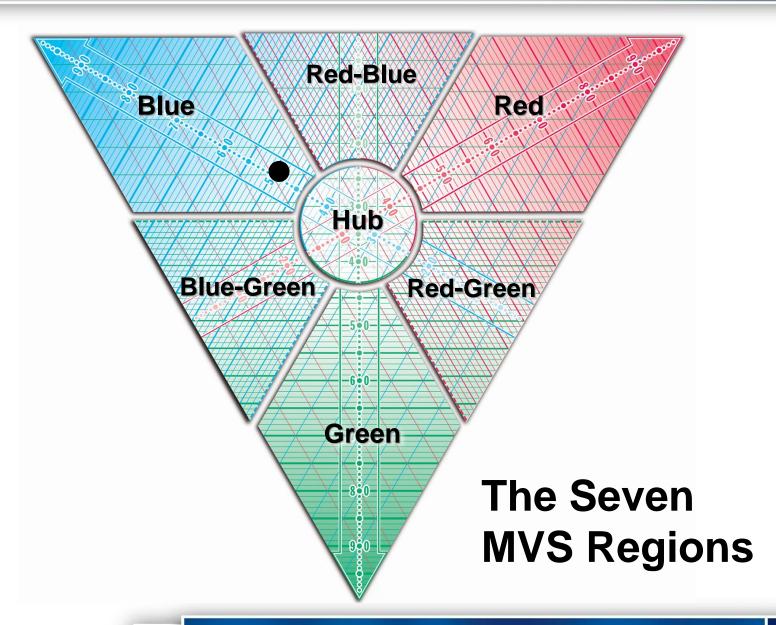


DOT

The dot is your Motivational Value System—motives and values that drive your use of strengths when things are going well.







<u>Underline</u> or <u>highlight</u> the most meaningful parts to you from the:

- Summary of the Seven
 Motivational Value Systems
- Points of Comparison Between Patterns of Motivation



ARROWHEAD

The arrowhead is your Conflict Sequence—changes in motivation during conflict that drive your changes in behavior.

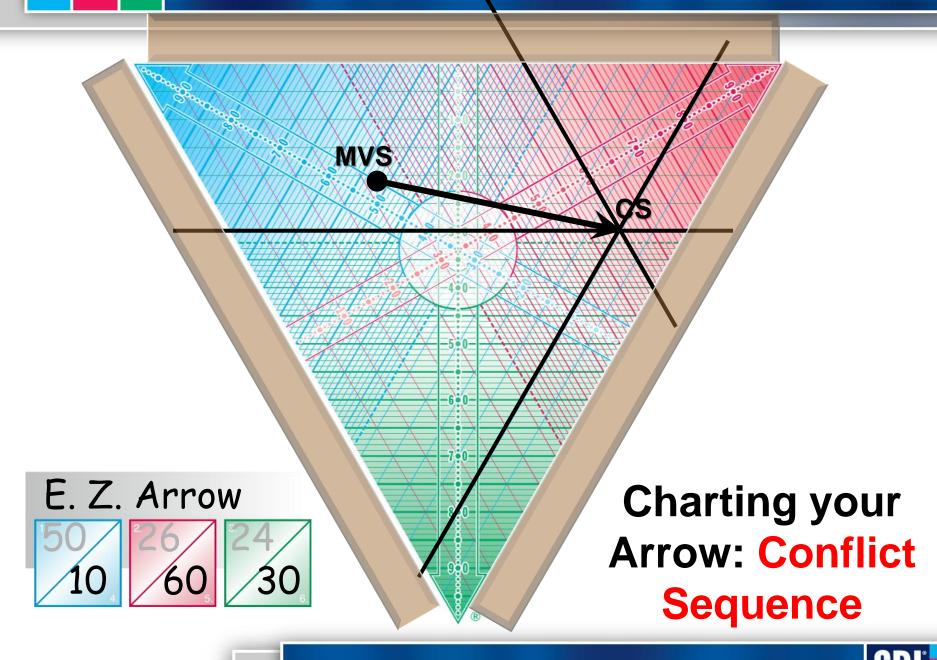


ARROW LENGTH

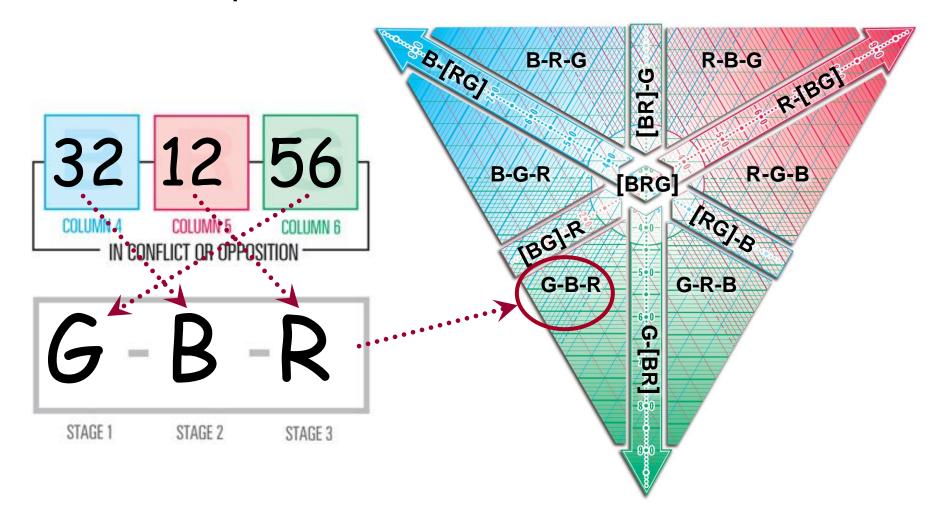
The length of your arrow suggests the degree of change you experience internally when you transition from the "going well" state into conflict.

Generally, the longer your line, the greater the degree of motivational change you experience, and the more likely it is that other people will notice your change in behavior.

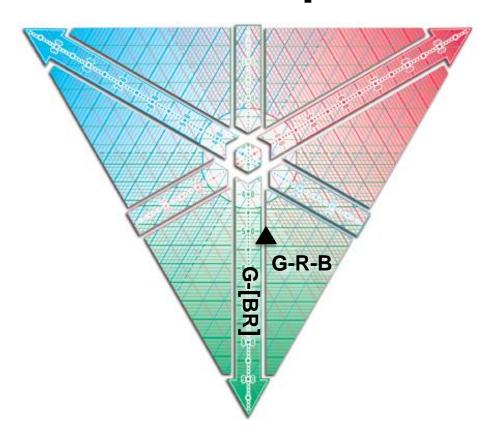




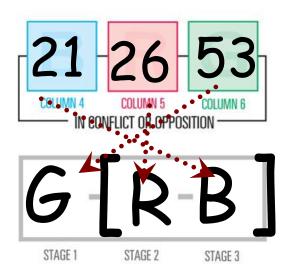
Conflict Sequence



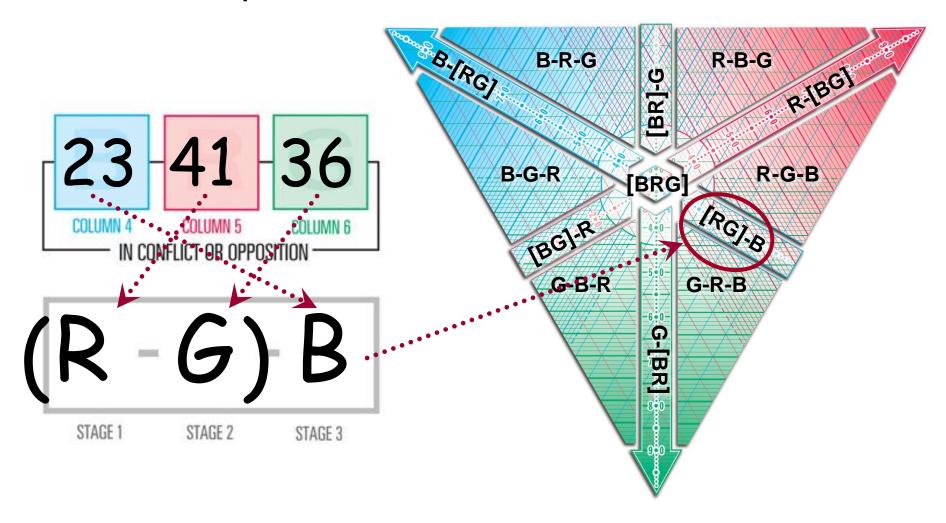
Conflict Sequence



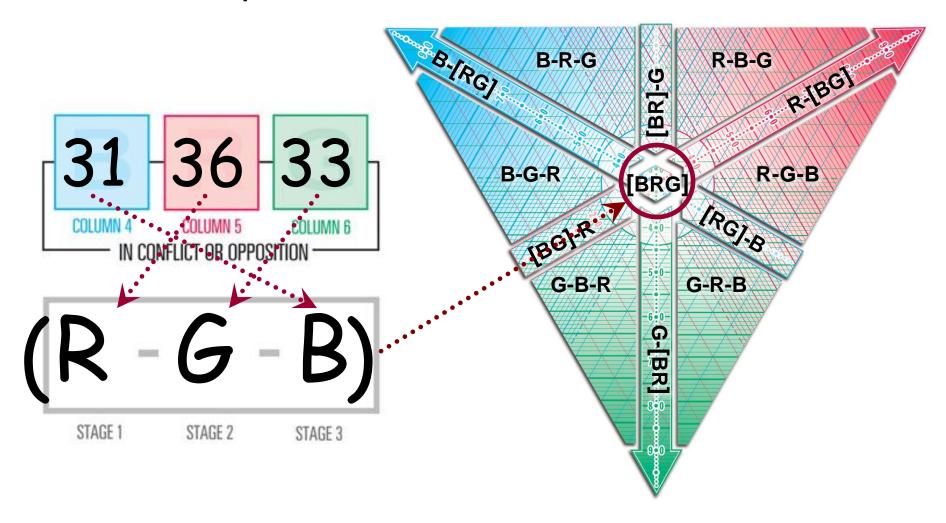
Within 6 pts?



Conflict Sequence



Conflict Sequence





Activity

7 MVS Groups

MVS Color

At work, we most enjoy:

Some famous people or characters who fit here:

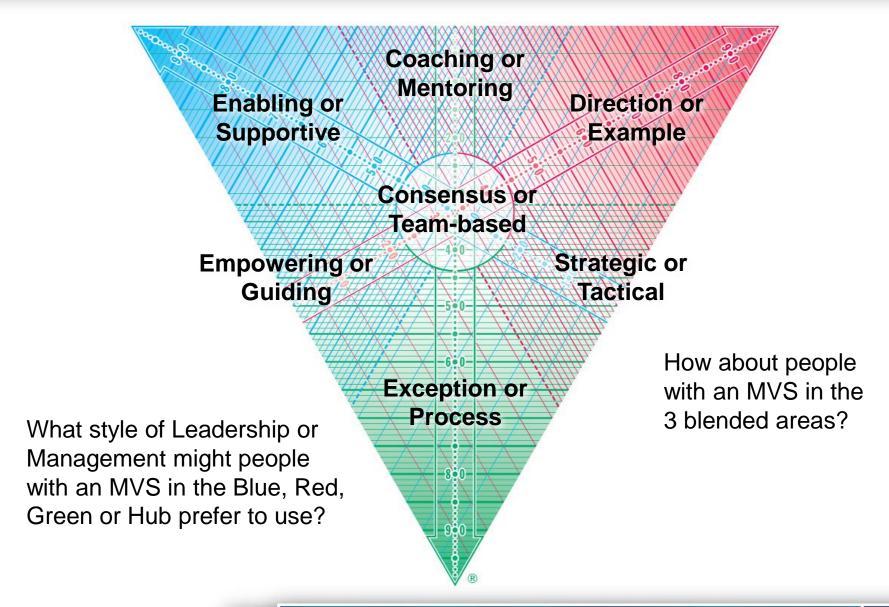
Activity

MVS Groups

MVS Color

	Like	Dislike	How to influence
Your MVS			
Assigned MVS:			
Is it correct?			
Assigned MVS:			
Is it correct?			





Knowing what you now know...



Behavior as a Vehicle

Why do people behave the way they do?

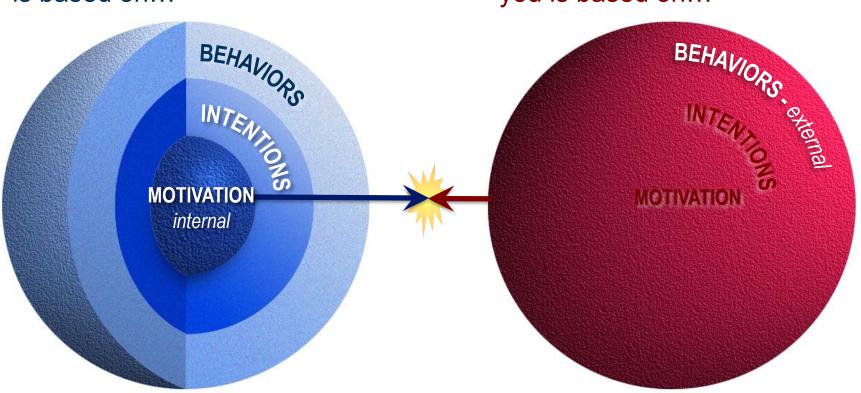




Motivation, Intention, & Behavior

Your self-perception is based on...

Their perception of you is based on...



...what you are trying to do.

...what they are seeing you do.



Behavior vs. Motivation

17

Behavior:

The things that people do

Motivation:

The reasons for using behavior



Behavior







Portrait of Personal Strengths



Personal Strengths

A personal strength is a behavior used to enhance the self-worth of one's self and others.





Portrait of Personal Strengths

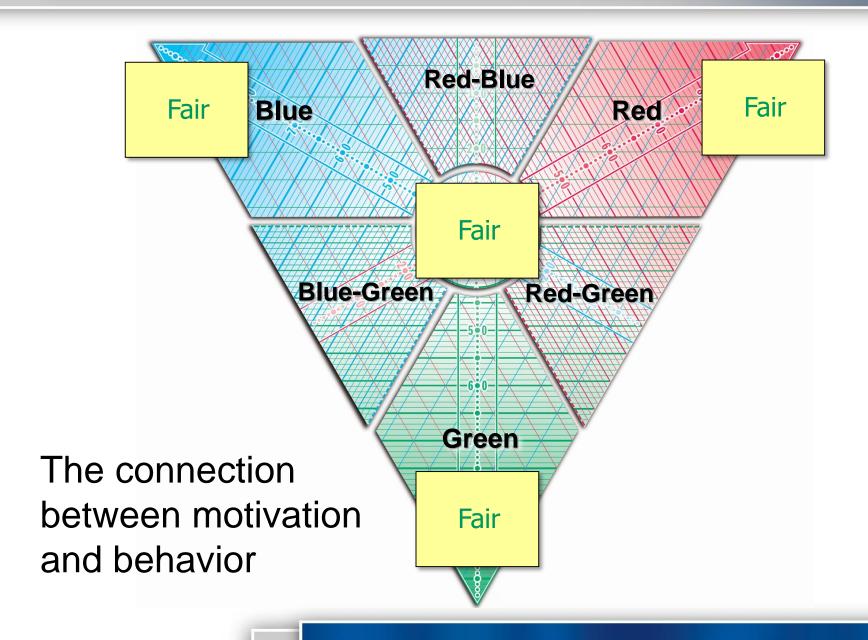
We use personal strengths from every color to build our self-worth and the self-worth of others

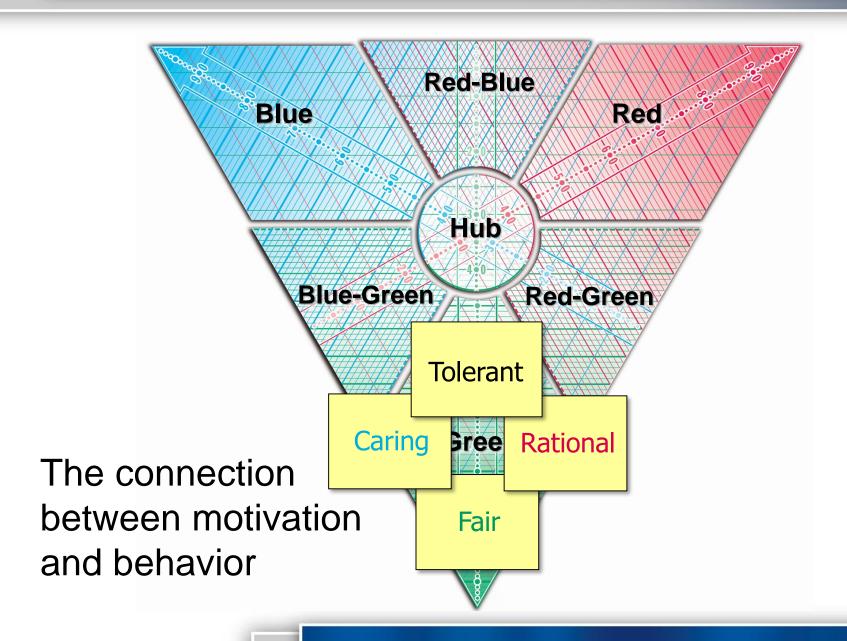
A look at the behavioral traits we employ and the priorities we give them

A picture of how we see ourselves

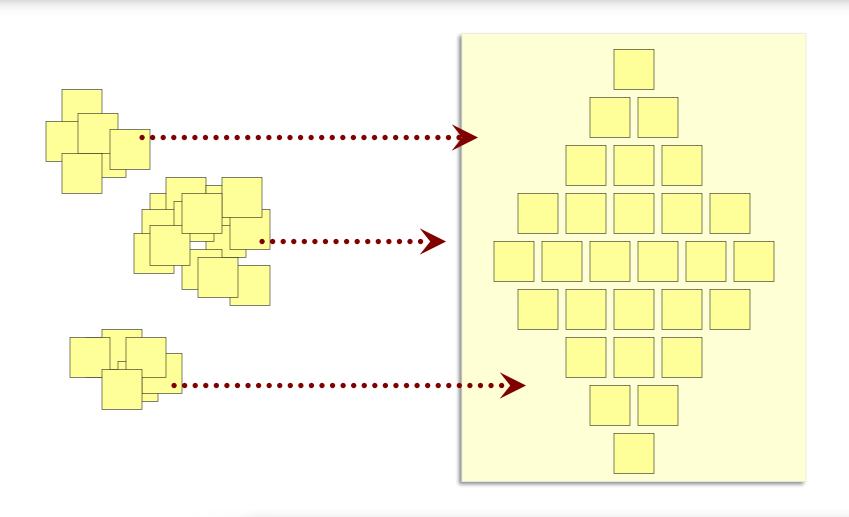








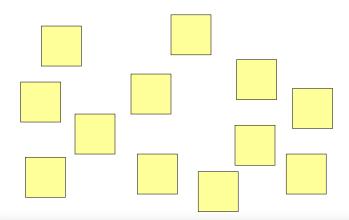
Portrait of Personal Strengths™





Activity: "Where Do You Stand?"

1 2 3 4 5 6 7 8 9





strengths portrait™ GROUP REPORT







These results provided by Federal Highway Administration sharon.gordon@dot.gov



COMPETITIVE I strive to win against others. **∢**(1) conversations and activities.

4(5)

INCLUSIVE I bring people together in order to reach consensus. **◄**(4)

perspectives, ideas, and

opinions.

[SCORING TABLE			
∢ ③	46	39	35	20
	Blue	Green	Hub	Red

Each Strength fits best in one of four groups. Your column totals show the relative priority you give each group.

> Blue = People Red = Performance Green = Process Hub = Perspective





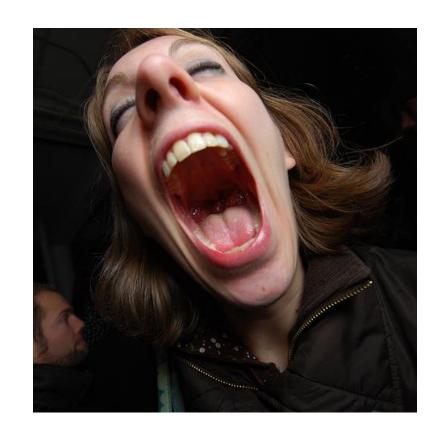
Portrait of Overdone Strengths



Overdone Strengths

An overdone strength is a behavior intended as a strength, which is perceived negatively by self or others

...and decreases the probability of productive relationships.



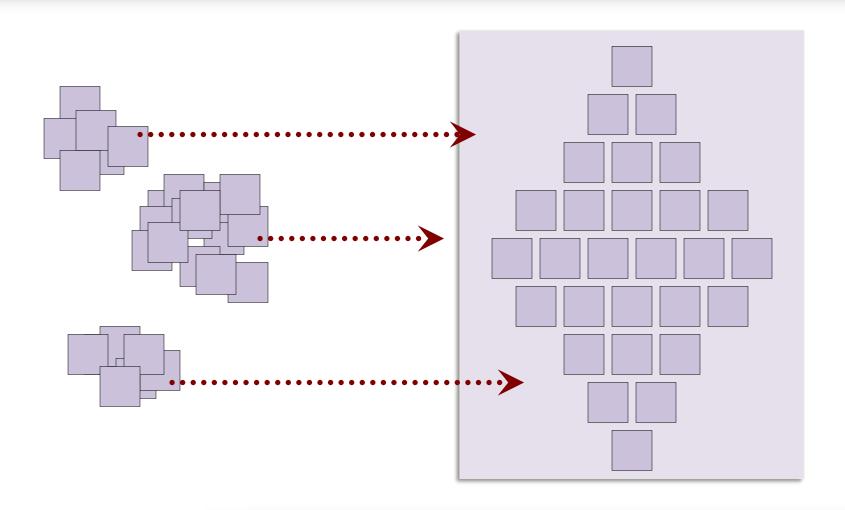


Portrait of Overdone Strengths

- We may overdo or misapply some of our strengths
- We may deny self-worth to ourselves and others by overdoing strengths
- We can prevent some conflict by increasing our awareness and making better choices



Portrait of Overdone Strengths™





overdone strengths portrait™

GROUP REPORT Being so supportive that I give up my own interests and wishes for others.

SELF-SACRIFICING



Being so adaptable that I let

SELF-EFFACING

Being so modest that I don't take

credit for my efforts or promote my

ability

the situation dictate what I do.

COMPLIANT



This report was created by averaging the overdone strengths for 33 participants.

FOCUS: General / Whole-Life

4(8)

Being so caring for others' well-being that I give or do anything they ask.

SUBMISSIVE

Being so reserved in expressing myself that I do not engage with people or issues.

DISTANT

Being so trusting that I readily believe in people or things that I should not

GULLIBLE



Being so persevering that I justify my course of action despite others' views or preferences.

STUBBORN

Being so analytical that I get lost in concepts or details that don't matter.

OBSESSED

Being so methodical that I am constrained and do not change my ways.

RIGID

Being so flexible that other people cannot be sure about what I will do.

UNPREDICTABLE

Being so cautious that I start off with doubt, mistrust, and skepticism.

SUSPICIOUS



4(5)

everyone

US Territorial Peer Exchange US Territorial Peer Exchange 8-21-2018

Facilitated By Sharon Gordon

Being so open-to-change that my priorities and principles are not clear.

INCONSISTENT

Being so helpful to others that I do things for them that they do not want or need.

SMOTHERING

Being so quick-to-act that I overlook information that could be useful.

RASH

Being so devoted that I do what others want without question or resistance.

SUBSERVIENT

Being so persuasive that I disregard others' views and dispute their concerns.

ABRASIVE

Being so principled that I don't yield, even on minor issues.

UNBENDING

Being so tolerant that I come across as having no opinion or preference.

INDIFFERENT

Being so option-oriented that I do not have a clear aim or direction.

INDECISIVE

Being so fair and impartial that I don't consider the affect on others.

COLD

Being so competitive that I confront people in a combative or argumentative way.

AGGRESSIVE

the value of each person's participation. INDISCRIMINATE

Being so inclusive that it decreases



Being so loval that I overlook or ignore problems with plans or people.

BLIND

Being so forceful that I assert my will over others.

DOMINEERING

Being risk-taking to the point of ignoring the potential consequences.

RECKLESS

 $\langle (2) \rangle$



groups. Your column totals show the relative priority

Each Overdone Strength fits best in one of four you give each group.

Being so ambitious with my goals that I don't have compassion for others.

RUTHLESS



Blue = People Red = Performance Green = Process Hub = Perspective



These results provided by Federal Highway Administration sharon.gordon@dot.gov

Being so sociable that I disrupt or distract others.

INTRUSIVE

Being self-confident to the point of being convinced I know best.

ARROGANT

Overdone Strength Variables

Strengths can be overdone in:

F	Frequency
D	Duration
1	Intensity
C	Context







OPPOSITION

does not necessarily equal

CONFLICT



op'po•si'tion–n. 1.
Resistance, contradiction, contrast, differences...



Some of the most creative ideas come from the synergy of opposition.

con•flict'-n. 1. A sharp disagreement or collision in interests, ideas and/or principles... resulting in emotional disturbance...



When a person's sense of self-worth is perceived to be threatened or at risk.

Definitions from Webster's New World Dictionary, Second College Edition

What is Conflict?

Conflict is a reaction to a perceived threat to self-worth.

People are willing to go into conflict about things that are important to them. (conflict triggers)

When we see conflict in other people, we can discover what is important to them.



Conflict Variables

- 1. Power differentials
- 2. Relationship history
- 3. Age
- 4. Gender
- 5. Culture
- 6. Values (including Motivational Value System)







Two Types of Conflict

Warranted Conflict

 Threat to self-worth resulting from disagreement on goal or objective

Unwarranted/Preventable Conflict

- Threat to self-worth resulting from interpersonal factors such as misunderstood motives or overdone strengths
- Any time you are protecting your self-worth







Behavior In Conflict

Relationship **Awareness** Theory states we experience motivational changes in conflict, which drive changes in behavior.





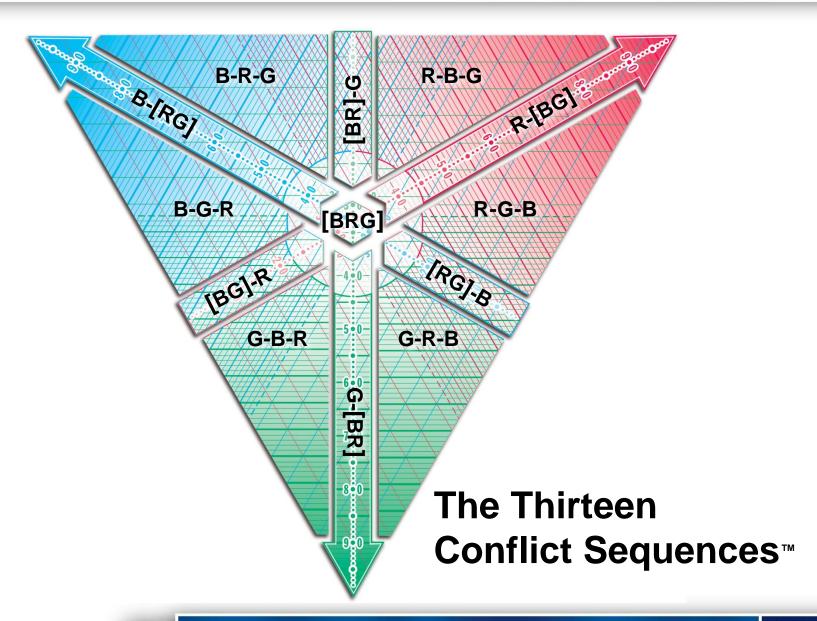
Preventable Conflict

Some conflict is preventable. It may occur when there is:

- Misinterpretation or misunderstanding of motives
- Disagreement on methods to achieve a shared goal
- A clash of relating styles
- Poor or no communication
- A faulty assumption







Focus During Conflict

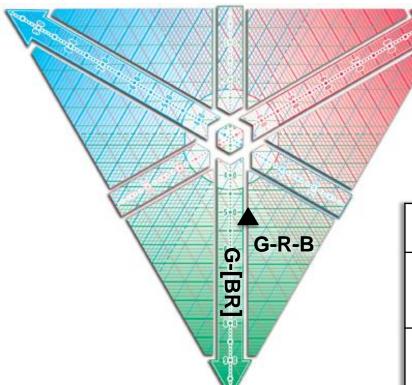
Stage 1	Focus on self, problem and other
Stage 2	Focus on self and problem
Stage 3	Focus on self

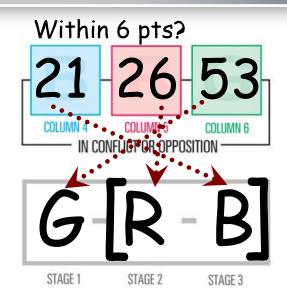


Internal Experience in Conflict

CONFLICT STAGE	FOCUS ON	BLUE	RED	GREEN
1	Self Problem Other	Simply being accommodating to the needs of others	Simply rising to the challenge being offered	Simply being prudently cautious
2	Self Problem Other	Giving in and letting the opposition have its way	Having to fight off the opposition	Trying to escape from the opposition
3	Self	Having been completely defeated	Having to fight for one's life	Having to retreat completely

Conflict Sequence





	CONFLICT STAGE	FOCUS ON	BLUE	RED	GREEN
	1	Self Problem Other	Simply being accommodating to the needs of others	Simply rising to the challenge being offered	Simply being prudently cautious
l	2	Self Problem Other	Giving in and letting the opposition have its way	Having to fight off the opposition	Trying to escape from the opposition
	3	Self Problem Other	Having been completely defeated	Having to fight for one's life	Having to retreat completely

Observable Behavior in Conflict

CONFLICT STAGE	FOCUS ON	BLUE	RED	GREEN
1	Self Problem Other	Accommodate others	Rise to the Challenge	Be prudently cautious
2	Self Problem Other	Surrender conditionally	Fight to win	Pull back and analyze
3	Self Problem Other	Surrender completely	Fight for survival	Withdraw





Look at each person with whom you identified earlier today:

- 1. How can you tell when they're in conflict?
- 2. Have you seen them go from stage 1 to stage 2?
- 3. If so, how could you tell?

Applied MVS—when in conflict



Living Triangle Activity

5 Step Activity:

- 1. MVS Groups Conflict Triggers
- 2. Stage 1 Conflict Groups
- 3. Stage 2 Conflict Groups
- 4. Stage 3 Conflict Groups
- 5. MVS Groups Costs and Positive Results



Living Triangle

7 MVS Groups

MVS COLOR

Some things that cause conflict for us are:



Living Triangle

Stage 1
Conflict Groups

Stage 1 (color)

What we do...

How we feel...

What we really want...

Dos and Don'ts of approaching us



Living Triangle

Stage 2
Conflict Groups

Stage 2 (color)

What we do...

How we feel...

How we want to be approached...



Living Triangle

Stage 3
Conflict Groups

Stage 3 (color)

What we do...

How we feel ...



Living Triangle

7 MVS Groups

MVS COLOR

What we learned

How we can use what we learned



Living Triangle

- Conflict triggers often relate to a person's MVS
- Entering conflict can be a choice
- Conflict comes in all colors
- Conflict does not have to be "angry behavior" to be real
- Genuine acknowledgement of conflict, regardless of its color, is a critical factor in its identification and management
- Conflict, if well managed, has the potential for positive outcomes



How does all of this help with decision-making and conflict management?





- 1. Anticipate Conflict
 - 2. Prevent Conflict
 - 3. Identify Conflict



4. Manage Conflict

5. Resolve Conflict

Before a conflict arises:

- Anticipate
- Prevent

During a Conflict:

- Identify
- Manage
- Resolve

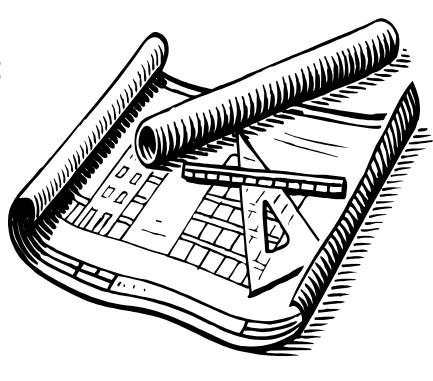


1. Anticipate Conflict

✓ Expect and Plan for Conflict

✓ Know the triggers:

- •How would people with different motivational values view the situation?
- •Have a sense of the words or actions which might threaten someone's self-worth—what drives people into conflict



2. Prevent Conflict



✓ It's all about the deliberate, appropriate use of behavioral strengths in your relationship

✓ Choose your behavior!



Valued Relating Style:

A style of relating where a person feels free to choose behavior which enhances self-worth.







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Borrowed Relating Style:

A style of relating which is intended to achieve a desired outcome, where the behavior itself does not enhance self worth.



3. Identify Conflict



✓ Recognize when YOU are in conflict

✓ Recognize when someone else is in conflict—preferably Stage 1 conflict



4. Manage Conflict

- ✓ Manage yourself out of conflict
 - •Take the time to look at things differently by understanding the MVS driving the other's behaviors
 - Look for the strengths behind the behavior
- ✓ Create the conditions that empower others to manage themselves out of their emotional state of conflict
 - •Respect <u>their</u> Red/Green/Blue needs in conflict and give them what they need <u>in that moment</u>



5. Resolve Conflict

✓ Do not focus on winning or losing, which could be the end of the relationship



✓ To create movement towards resolution, show the other person the path back to their self-worth

Using the SDI Allows You To...





Now, About Those 3 People...

Can you list some new techniques from today for dealing with conflict?





The SDI....

Does

- Generate conversations
- Build relationships
- Manage conflict
- Create understanding



Doesn't

- Say one type is better than another
- Doesn't help if it isn't used







