

Embedding Micro Skills of Compassion

Webinar 2: Facilitating Cross-Cultural Teamwork

Managing Change Module, MBA, University of Aberdeen, Scotland

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Our Story Agenda (SHARE)

- **Situation** – The background context
- **Hazard** – Historical issues arising
- **Action** – What we did and How
- **Results** – The key outcomes we achieved
- **Evaluation** – Reflecting on the key outcomes

1. Situation – The background context

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- The Managing Change module
 - Composition: Delivery, Timing and the cross-cultural context
 - Course Reference & Simulation
- The Three Assessments
- Introduction week: Historically
- Teaching week: Historically

2. Hazard – Historical issues arising

Hazard – Historical issues arising

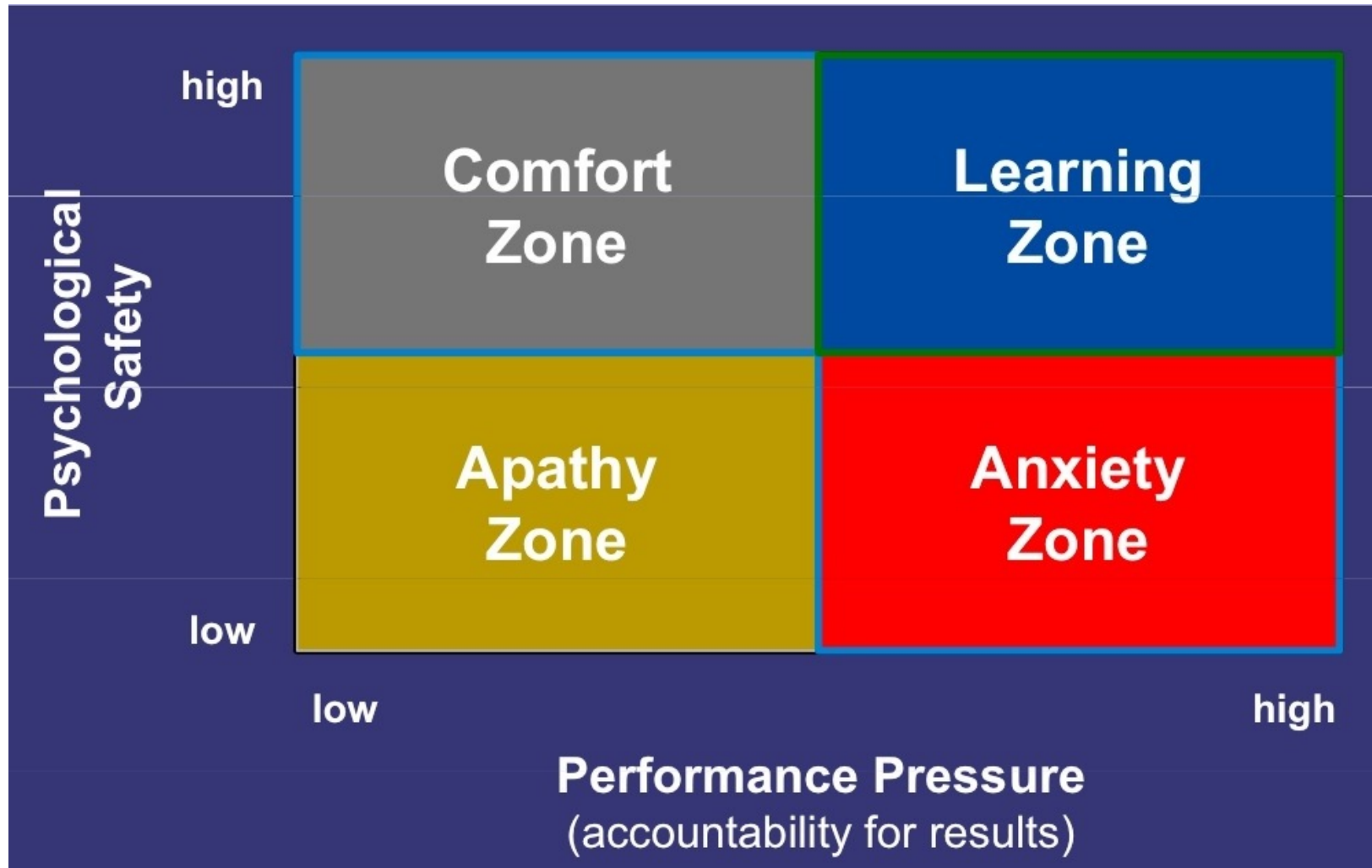
- Pressures:
 - Groups
 - Cultural
- Defiant or compliant leadership responses
- Threat system activated
- Student frustrations
- Outcomes

3. Action – What we did and How

Action – The What and the How

- The ‘What’: (During Introduction Week)
 - Introduced a daily Group one-pager review of an HBR article (to be posted on-line by 5pm)
 - Complete Steps 1,2 & 3 of the Workbook (by Friday evening)
- The ‘How’: (During both Introduction & Teaching Week)
 - Introduced Training: Micro skills of Compassion training; Giving and receiving Feedback; and, Psychological Safety(*) (Monday)
 - Speed meeting (Monday)
 - Introduced daily individual on-line survey of Theo’s 12 ‘Negative Team Behaviours’ with mandatory feedback to Group first thing next day

Psychological Safety – Prof. Amy Edmundson (HBS)



4. Results – The key outcomes we achieved

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- Assessments:
 - Simulation & Group video
 - Formal literature review
 - Personal reflection
- Learning:
 - Personal sharing
 - Translation of personal experience
 - The Human dimension

5. Evaluation – Reflecting on the key outcomes

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- Building trust
 - Respect
 - Transparency
 - Team building
 - Empowerment
- A balanced approach: Addressing the ‘How’ within the context of the ‘What’
- Cross cultural application: The Qatar experience
- Co-creating the ‘Learning Zone’

Next time!

- **Embedding Strategies of Active Compassion into Seminar-based Learning**
Strategies of active compassion were incorporated into a second year English module at the University of Exeter ... with “some unexpected outcomes” - “beyond the seminar room”; and “during one of the most individualised aspects of their degree, researching and writing their dissertations.”
- A Lecturer in Early Modern Literature, Jo also has a professional background in mental health and addiction services for young people.
- Join her : Thursday 14th Dr Jo Esra
University of Exeter, UK

At 8pm GMT / 12 noon Pacific time.... just click on this link

<https://SDSU.zoom.us/j/781586558>