



Human Resources

# Communicating in a Bustling Workplace

Getting Your Message Across  
Partial for Cooperative Extension Conference

Created and Facilitated by Brian Berrellez for Human Resources



# Overview

## What you will learn today

# Learning Goals

1. Information Hierarchy

2. Leveraging Our Biases & Pitfalls

# Learning Goals

**1. Information Hierarchy**

2. Leveraging Our Biases & Pitfalls



# Information Hierarchy

Understand distinctions to  
know your starting point

# Information Hierarchy

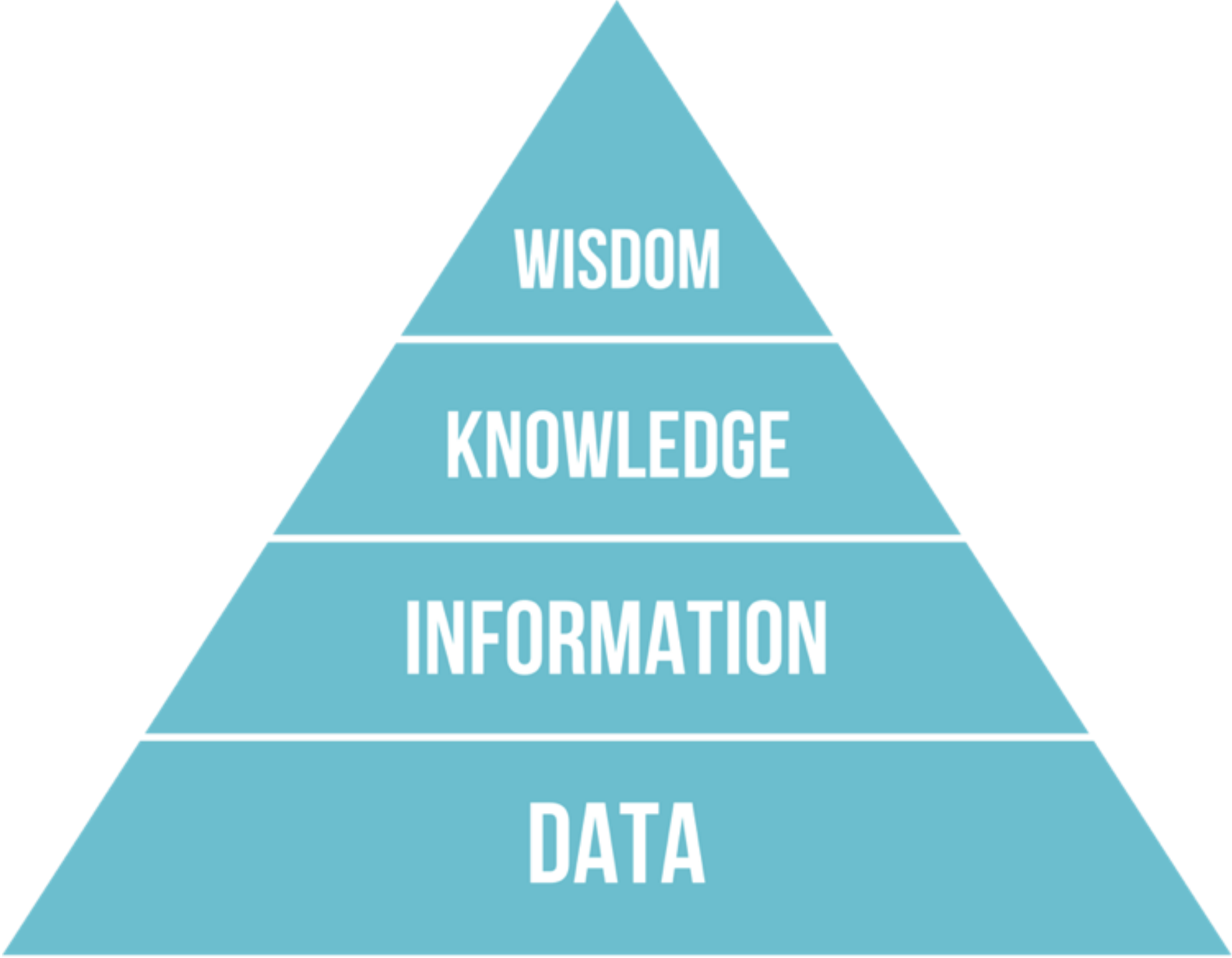
1. Layers of Information
2. Leadership Compass
3. Your Base

# Information Hierarchy

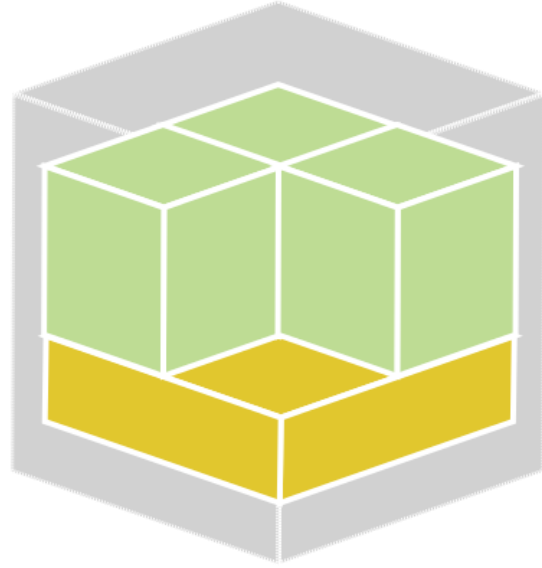
**1. Layers of Information**

2. Leadership Compass

3. Your Base

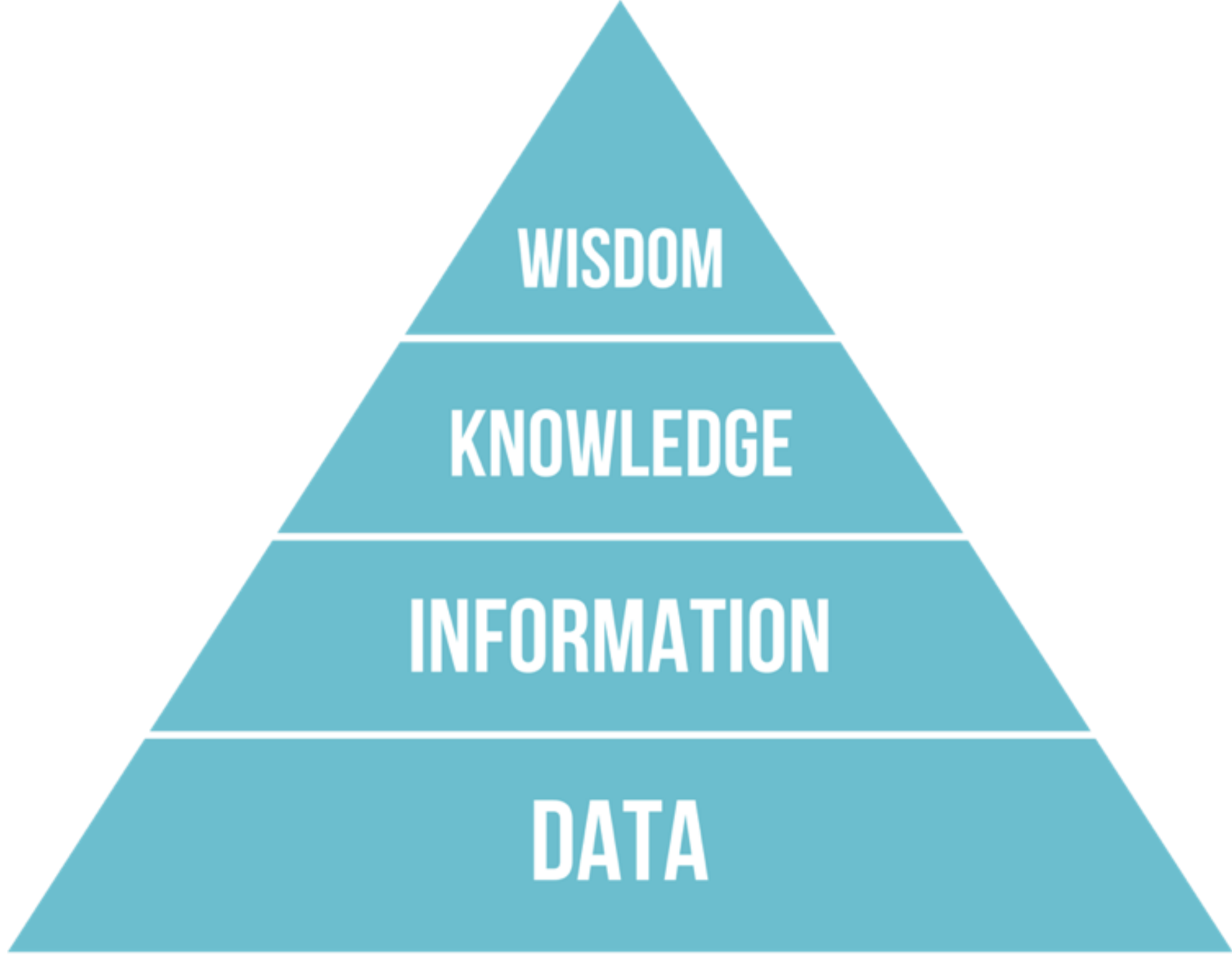






documented *observations*

**DATA**



**WISDOM**

**KNOWLEDGE**

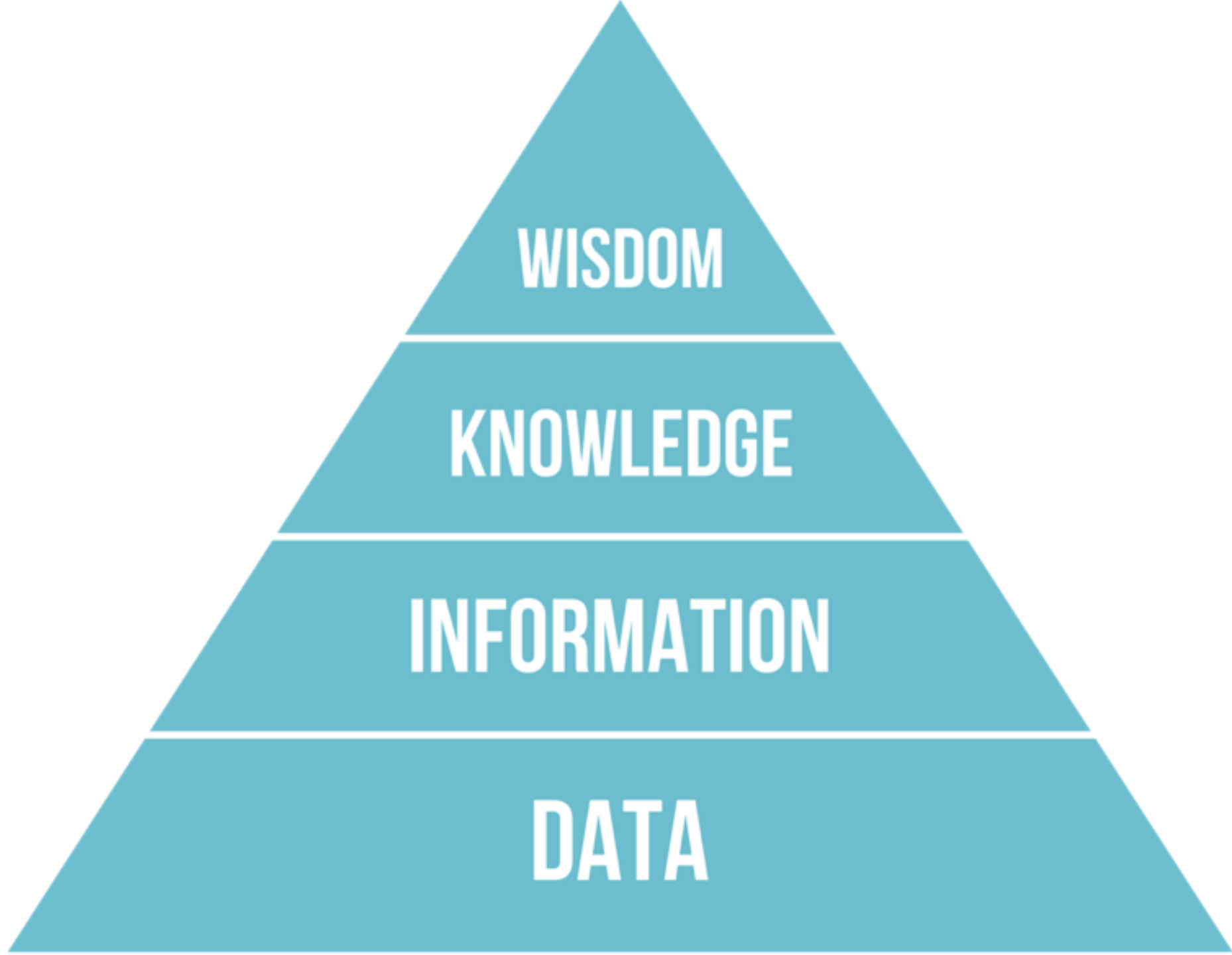
**INFORMATION**

**DATA**



DATA (documented observations)  
+ *relationships, context, domain*

**INFORMATION**



**WISDOM**

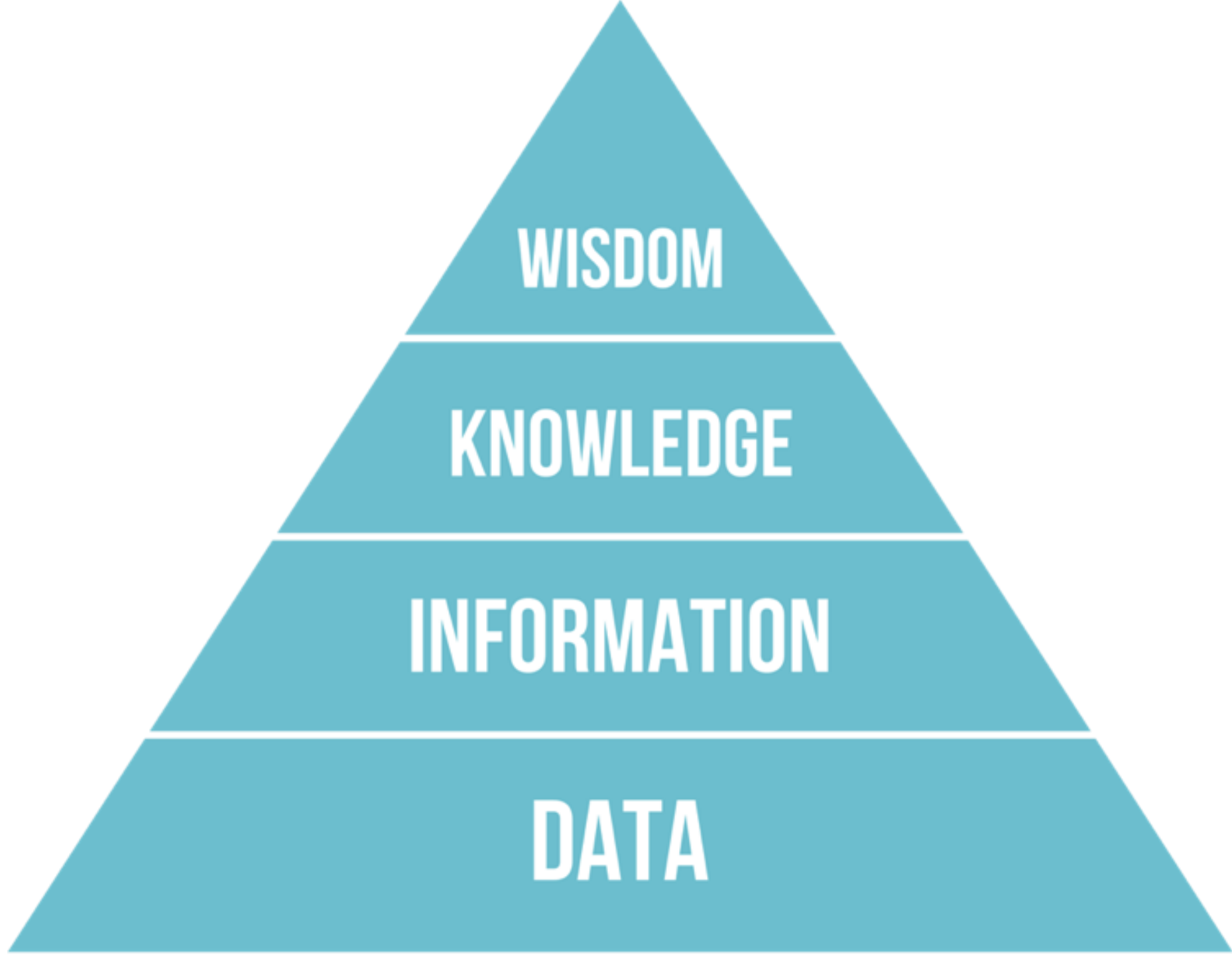
**KNOWLEDGE**

**INFORMATION**

**DATA**

information (data + context)  
+ meaning, *application* to being





**WISDOM**

**KNOWLEDGE**

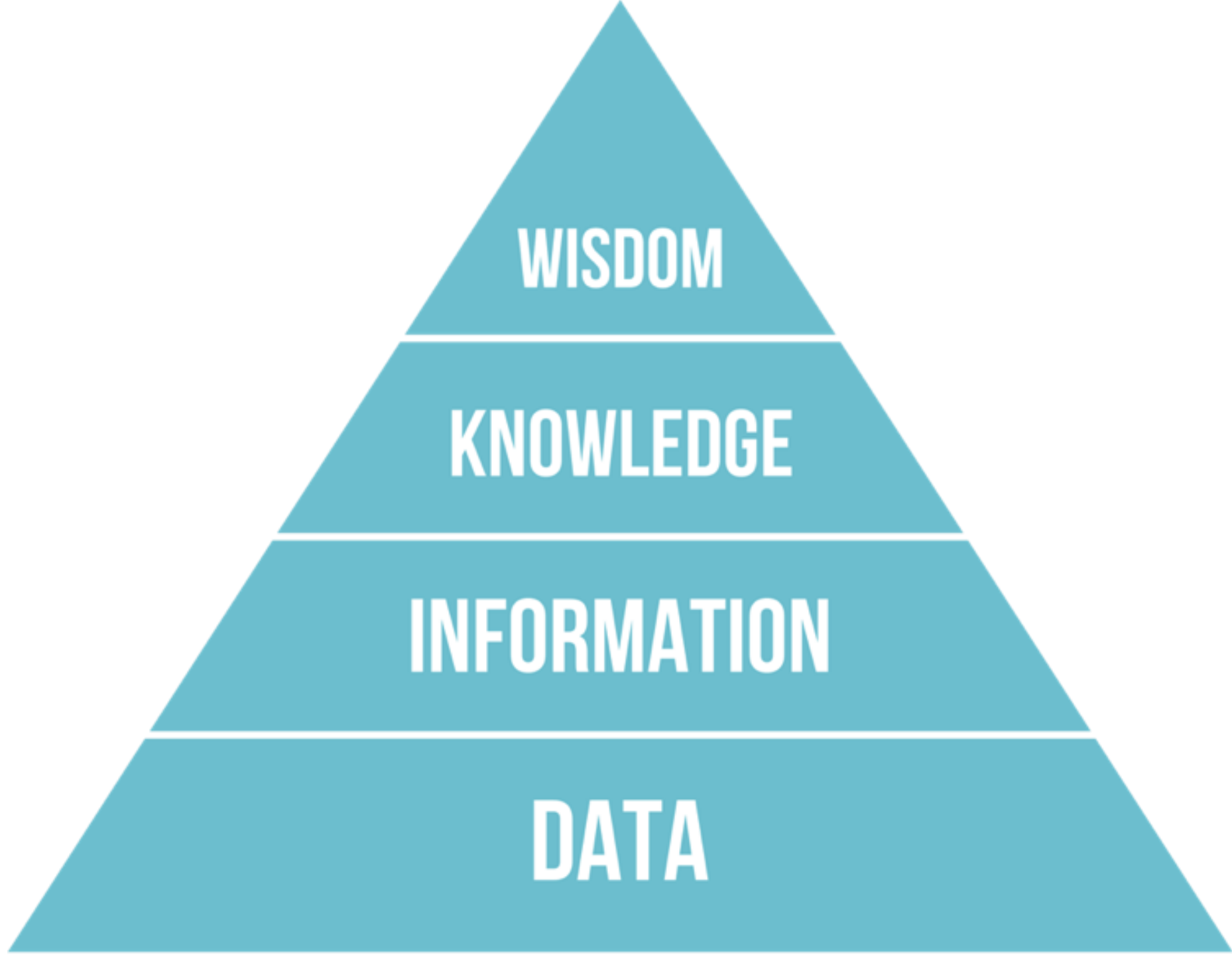
**INFORMATION**

**DATA**

WISDOM

knowledge  
+ understanding  
+ *experience*





**WISDOM**

**KNOWLEDGE**

**INFORMATION**

**DATA**



*Let's recap, and  
build a little more*

*layers of information*

**DATA** = documented *observations*

**INFORMATION** = data  
+ *relationships*, context,  
domain

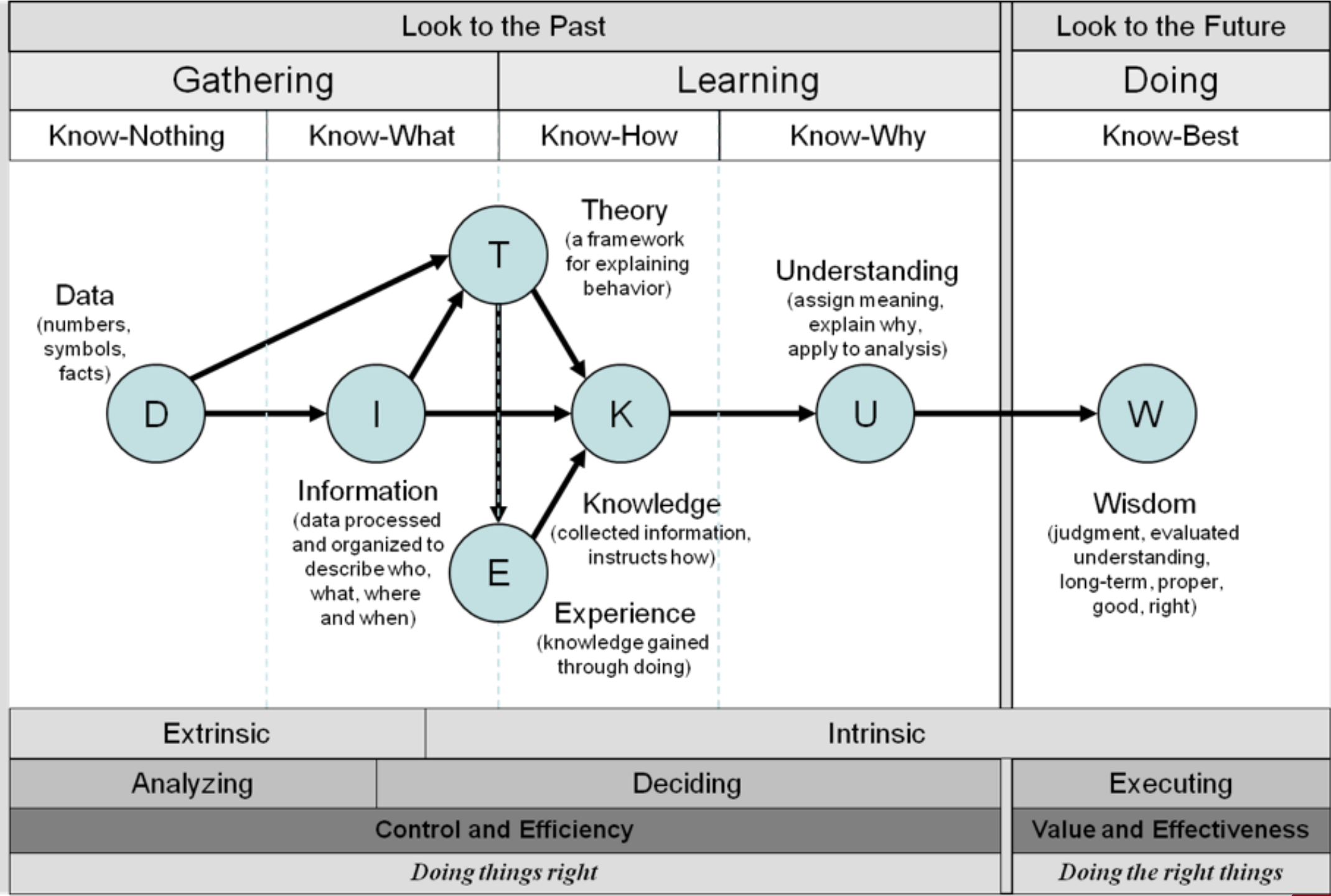
**KNOWLEDGE** = information  
+ meaning, *application*  
(understanding)

*layers of information*

**KNOWLEDGE** = information  
+ meaning, *application*  
(understanding)

**WISDOM** = knowledge  
+ understanding  
+ *experience*

*layers of information*



**KNOWLEDGE** = information  
+ *meaning*, application

**UNDERSTANDING** = knowledge  
+ *metacognition*,  
*reflection*

**WISDOM** = understanding  
+ *experience*

*layers of information*



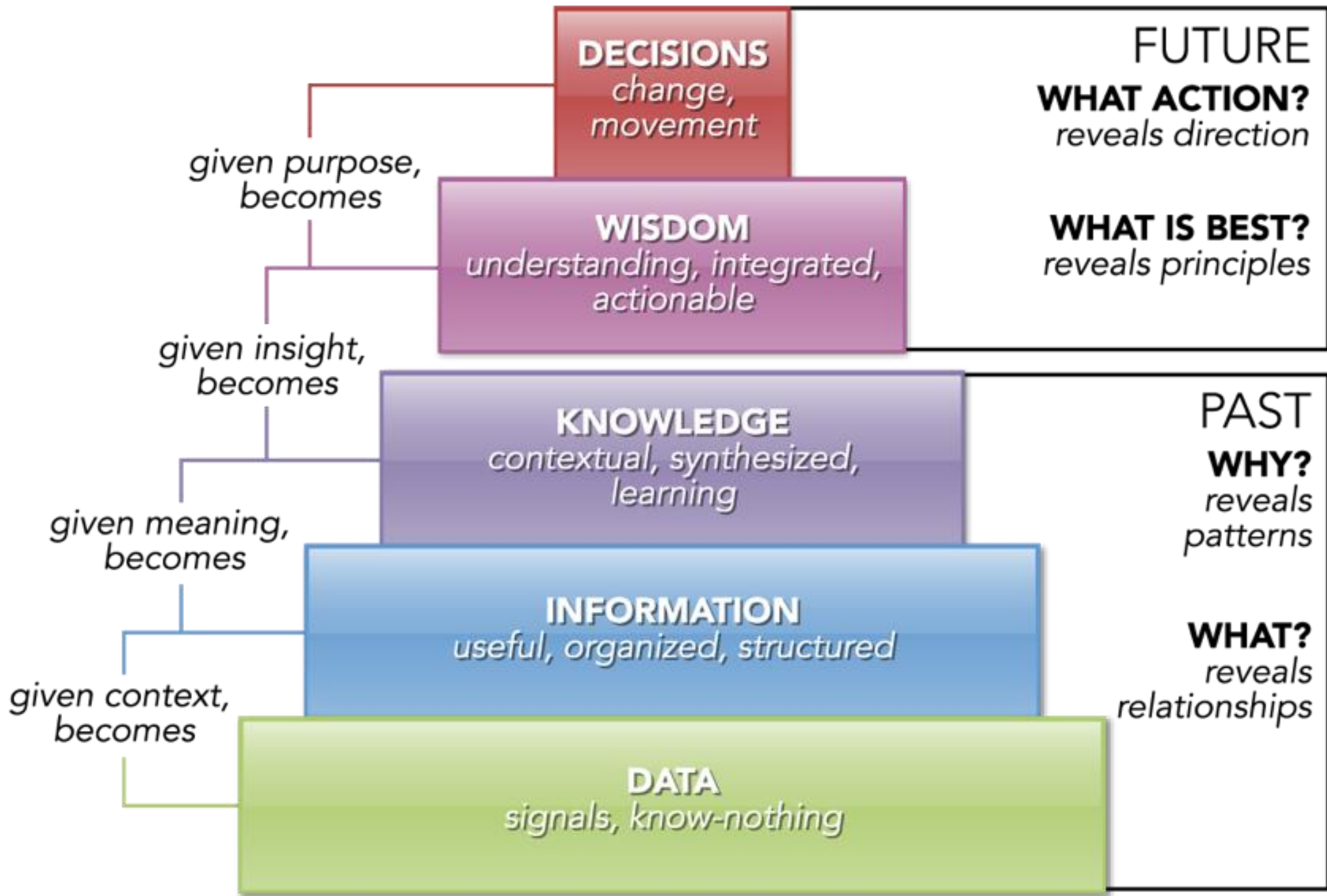
**KNOWLEDGE** = information  
+ *meaning*, application

**UNDERSTANDING** = knowledge  
+ *metacognition*,  
*reflection*

**WISDOM** = understanding  
+ *experience*

*layers of information*





# Information Hierarchy

1. Layers of Information
- 2. Leadership Compass**
3. Your Base



# Leadership Compass Test

## **We're all leaders!**

*leadership compass*

# Information Hierarchy

1. Layers of Information
2. Leadership Compass Activity
3. **Your Base**

# Know Your Base

**Action : Wisdom ~ Decisions**

**Empathy : Understanding ~ Wisdom**

**Vision : Knowledge ~ Wisdom**

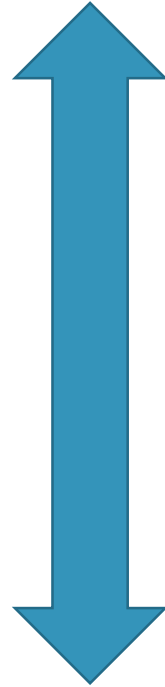
**Analytical : Data ~ Information**

**ACTION**

**EMPATHY**

**VISION**

**ANALYTICAL**



**Driving: “let’s move” or “but what about...”**

**ACTION**

**EMPATHY**



**VISION**

**ANALYTICAL**

**Driving:** “whose way is best?” or “what about this way?”

**ACTION**

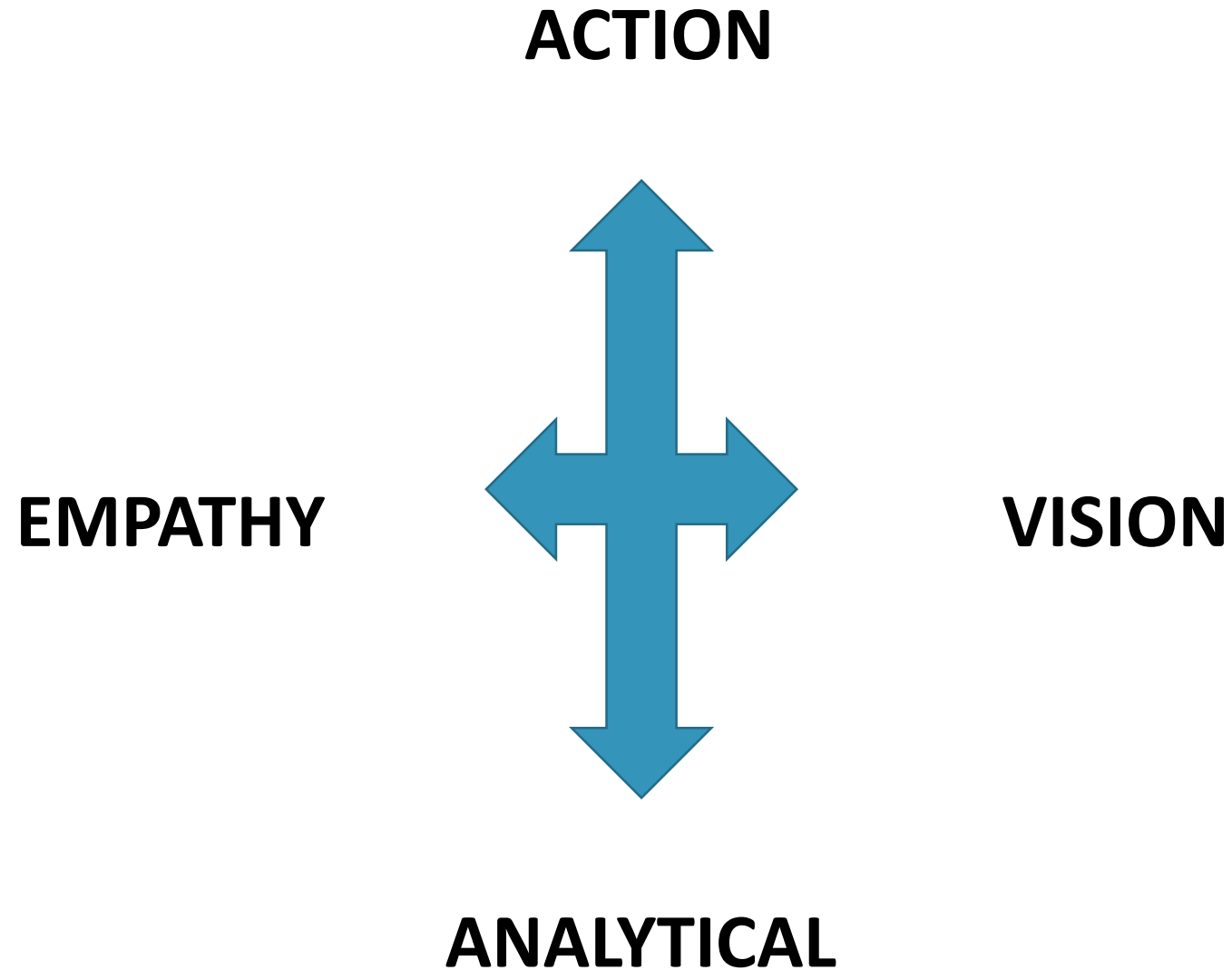
**EMPATHY**

**VISION**

**ANALYTICAL**



**Five W's Plus:** What, Who, Where, When, Why, How



Whose direction (where), when, why, how, and for what?



**WISDOM**

**KNOWLEDGE**

**INFORMATION**

**DATA**

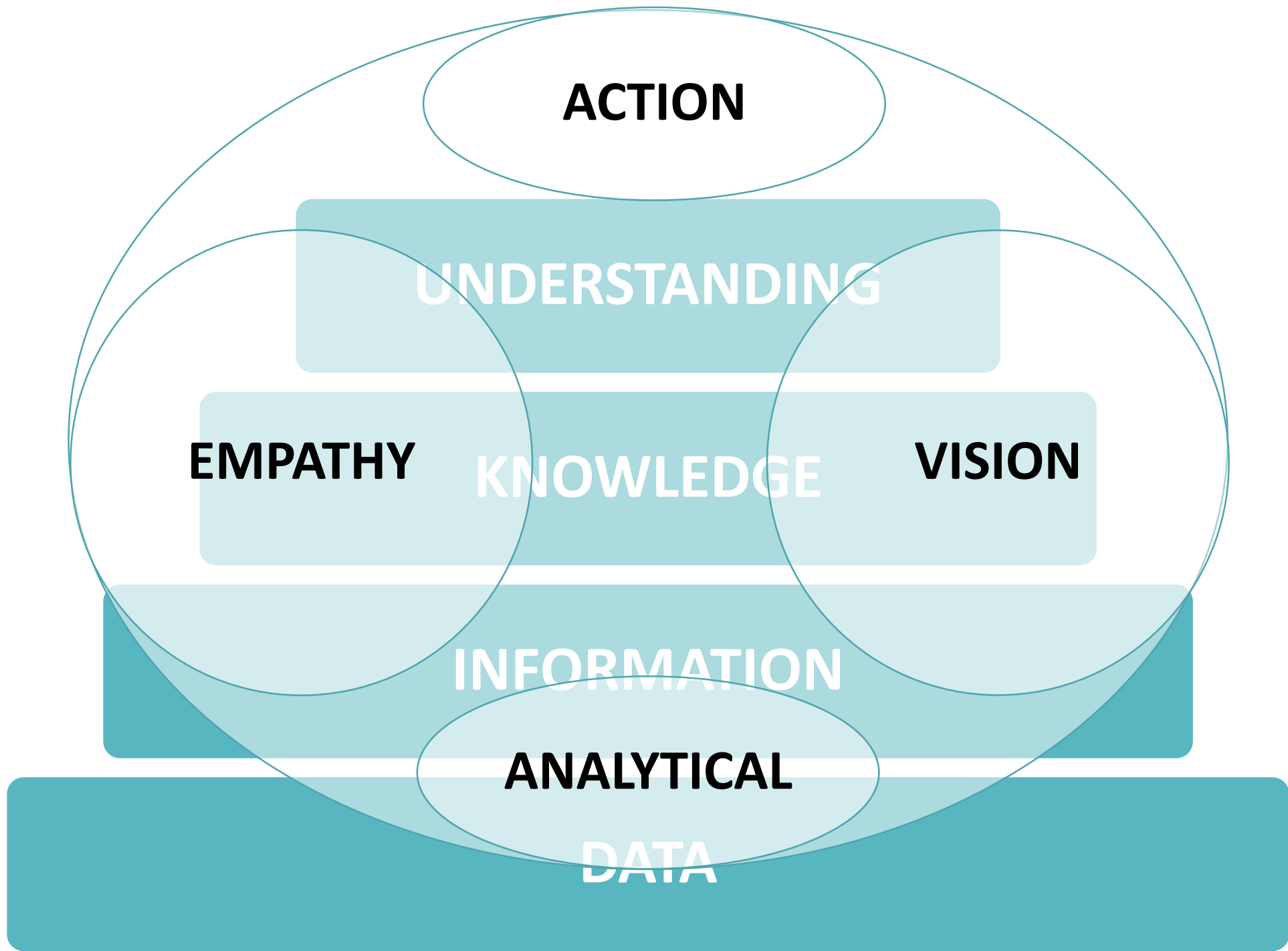


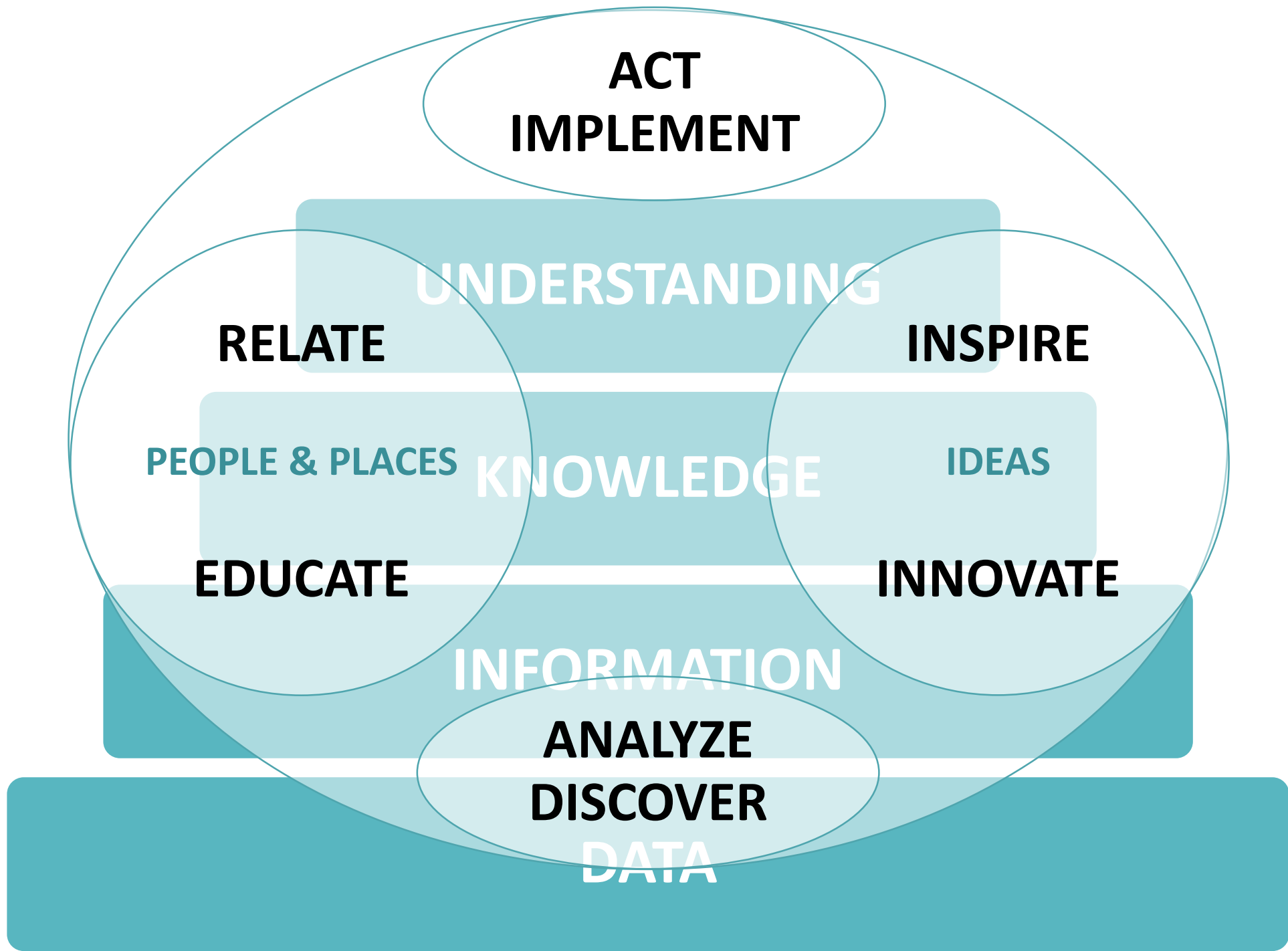
**UNDERSTANDING**

**KNOWLEDGE**

**INFORMATION**

**DATA**





*Think about*

your **base**,  
and how you **bridge** to other bases,  
and **build** on yours

*your base*

*Think about*

**your position and role in steering**

*your base*

# Learning Goals

1. Information Hierarchy

**2. Leveraging Our Biases & Pitfalls**

3. Improve Communications



# *Pitfalls in communication and how to leverage them*

*leveraging our biases and pitfalls*

# Leveraging Our Biases & Pitfalls

1. **Multitasking**
2. Ladder of Inference
3. Emotional Distractions: Color



We think we can multitask

*multitasking*

# “Multitasking”

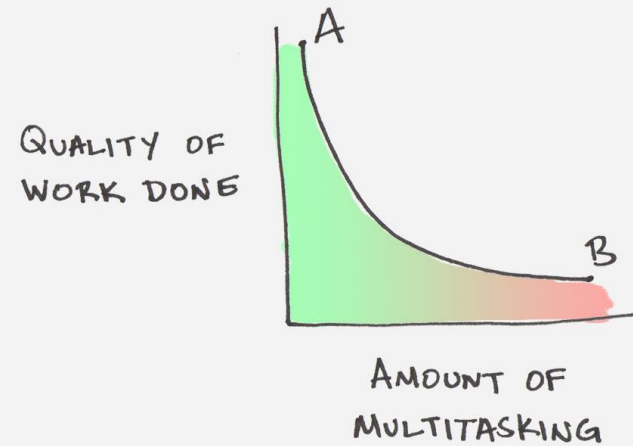
*Illusion* of performing  
one task while doing another



*multitasking*

# We can't

## The Myth of Multitasking



A = Looks simple, but actually gets results.

B = Looks busy, but actually wastes time.

JamesClear.com

*multitasking*

# Task Switching

## It's human



*multitasking*

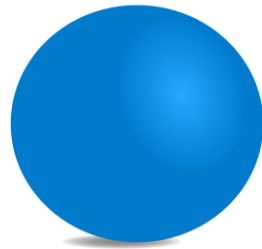
*Leverage!*

*multitasking*

Prioritize!  
&  
Organize, Group Tasks, Subjects

*multitasking*

While juggling,  
sometimes we must drop something  
in discussions, on your task list



*multitasking*

**Communicate**  
Let those depending on you  
know what's happening



*multitasking*





**Maintain expectations**

Give reasonable deadlines

(Reasonable depends on your style)

Push back deadlines as needed

*multitasking*

Track your tasks  
Don't make a job out of managing tasks

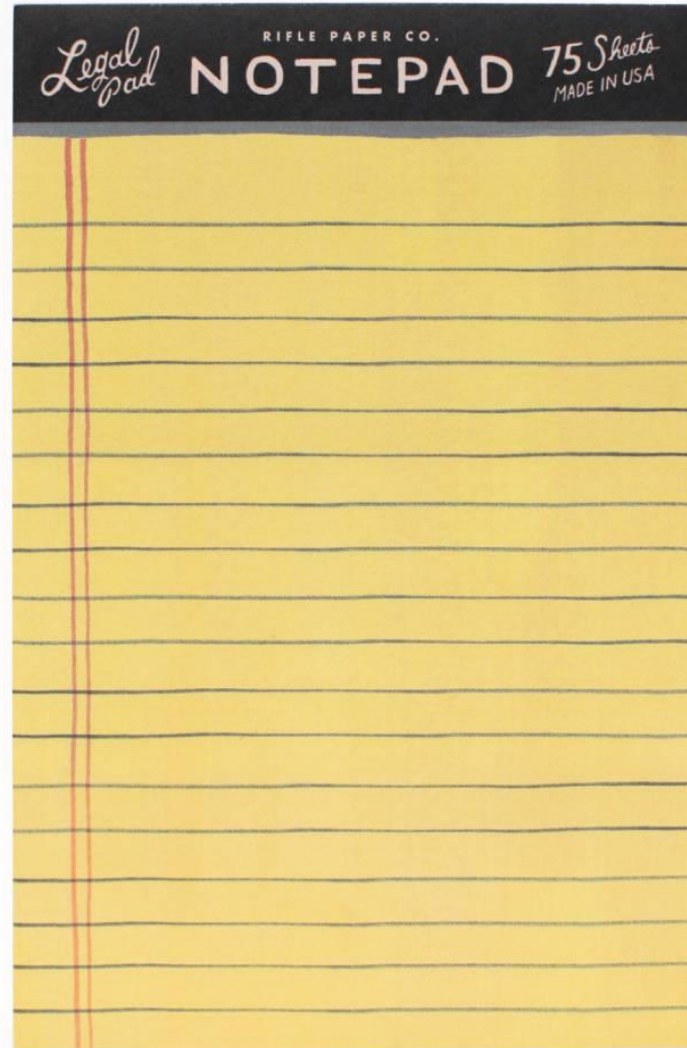
*multitasking*



## Tools



*multitasking*



*multitasking*

Don't force others to multitask: *guide them*

Keep your points simple, and  
try staging them to reach the full picture

# Leveraging Our Biases & Pitfalls

1. Multitasking
2. **Ladder of Inference**
3. Emotional Distractions: Color

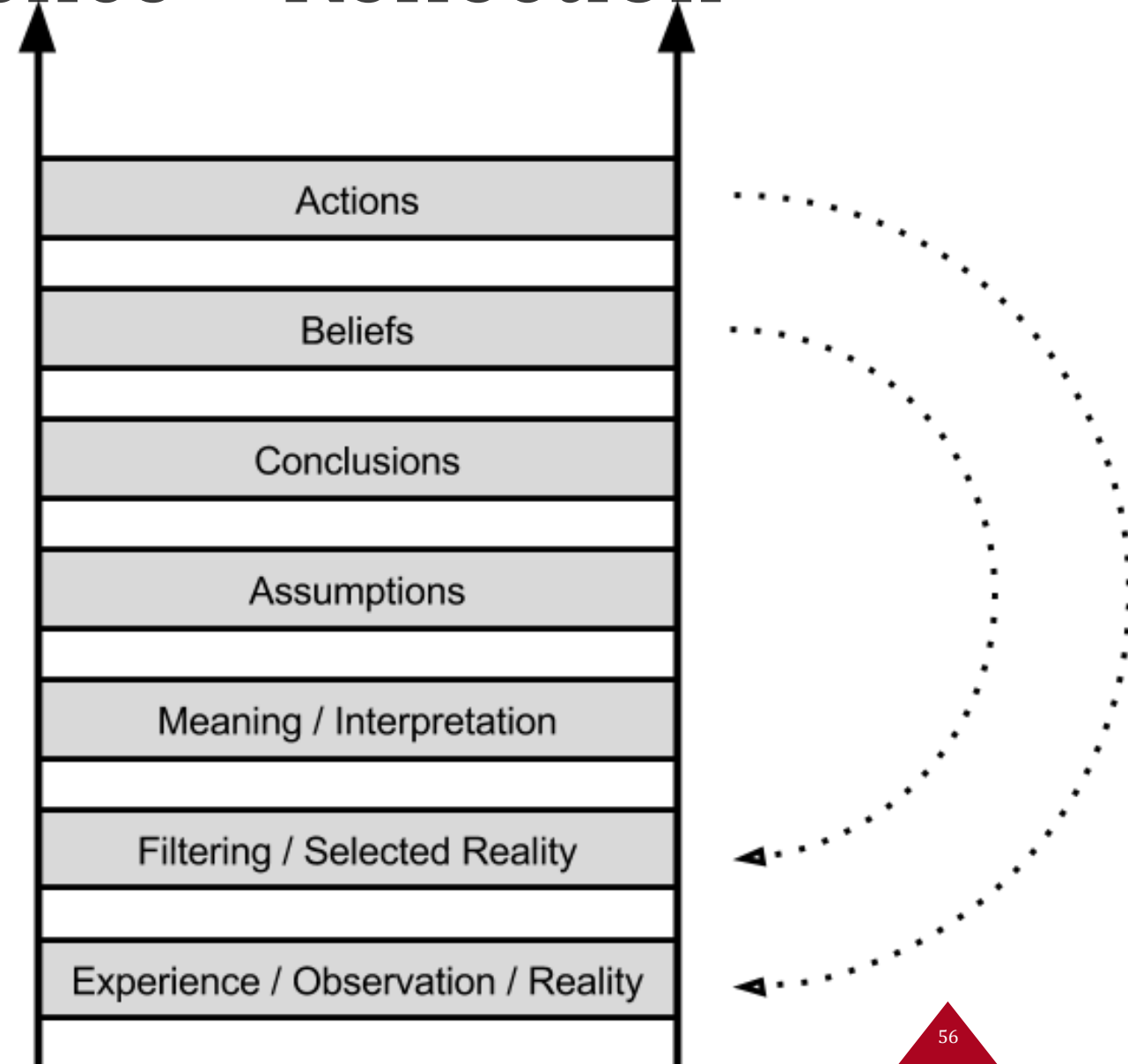
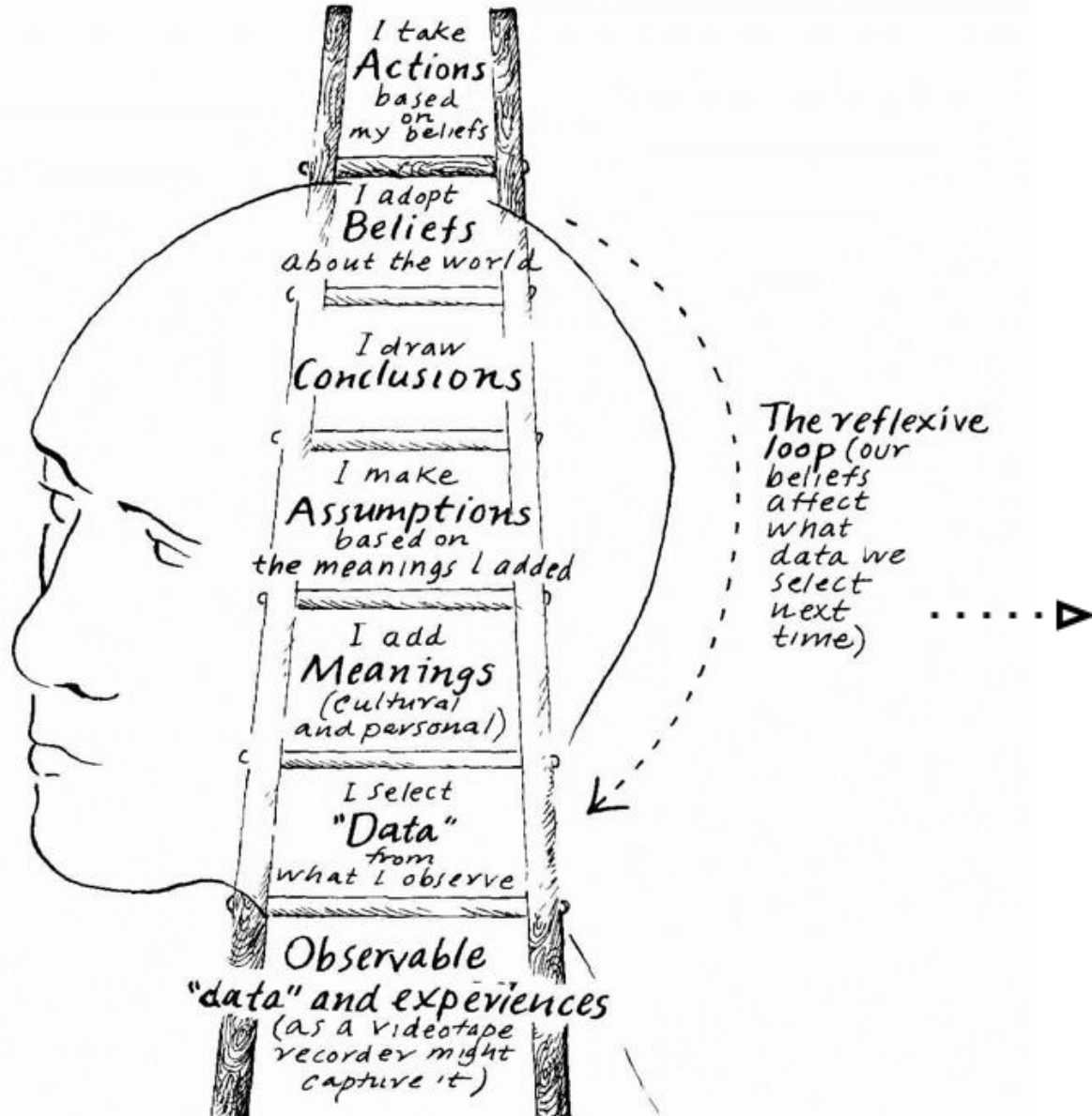
Jumping to conclusions

&

natural bias:  
we believe what we want to believe

*ladder of inference*

# Ladder of Inference > Reflection





*Leverage!*

*ladder of inference*

**Be aware of our limitations: we filter**

*ladder of inference*

# Identify and question assumptions

*ladder of inference*

# Ask

*“Am I doing this or thinking this because it’s the way **it’s always been done** or because **it really makes sense?**”*

**Reflect on interactions one step at a time,**  
with others, if possible, *if time permits*

*ladder of inference*

# Steps for reflection

**select** behaviors

**describe** them

**explain** cause of behaviors

**predict** behaviors

**evaluate** / simulate / edit

*simply: review and reevaluate*

*ladder of inference*

Not enough time to do all of that!

**Help you and others reflect**  
*by asking questions*

to help get to reevaluating and  
not operating on assumptions or habit





# Leveraging Our Biases & Pitfalls

1. Multitasking
2. Ladder of Inference
3. **Emotional Distractions: Color**

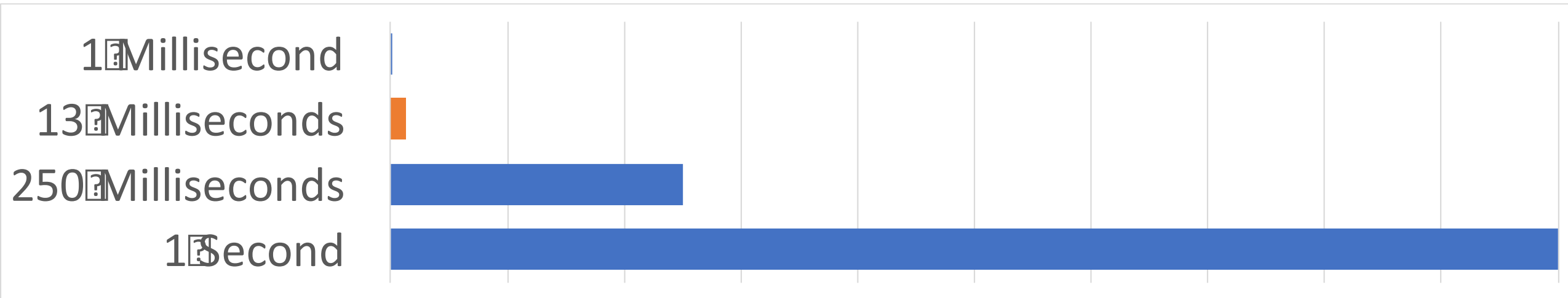
# Emotional distractions: color

**Something to acknowledge  
before we begin**

**We process information fast**

New research suggests  
it takes just **13 milliseconds**  
to process an image

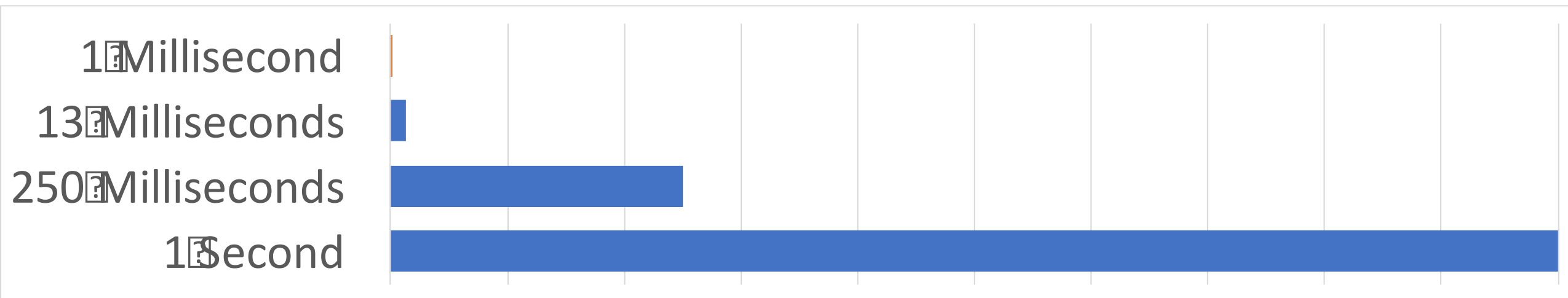
*overload / processing*



*overload / processing*

Some psychologists think we may be able to identify an animal in **1 millisecond**

*overload / processing*

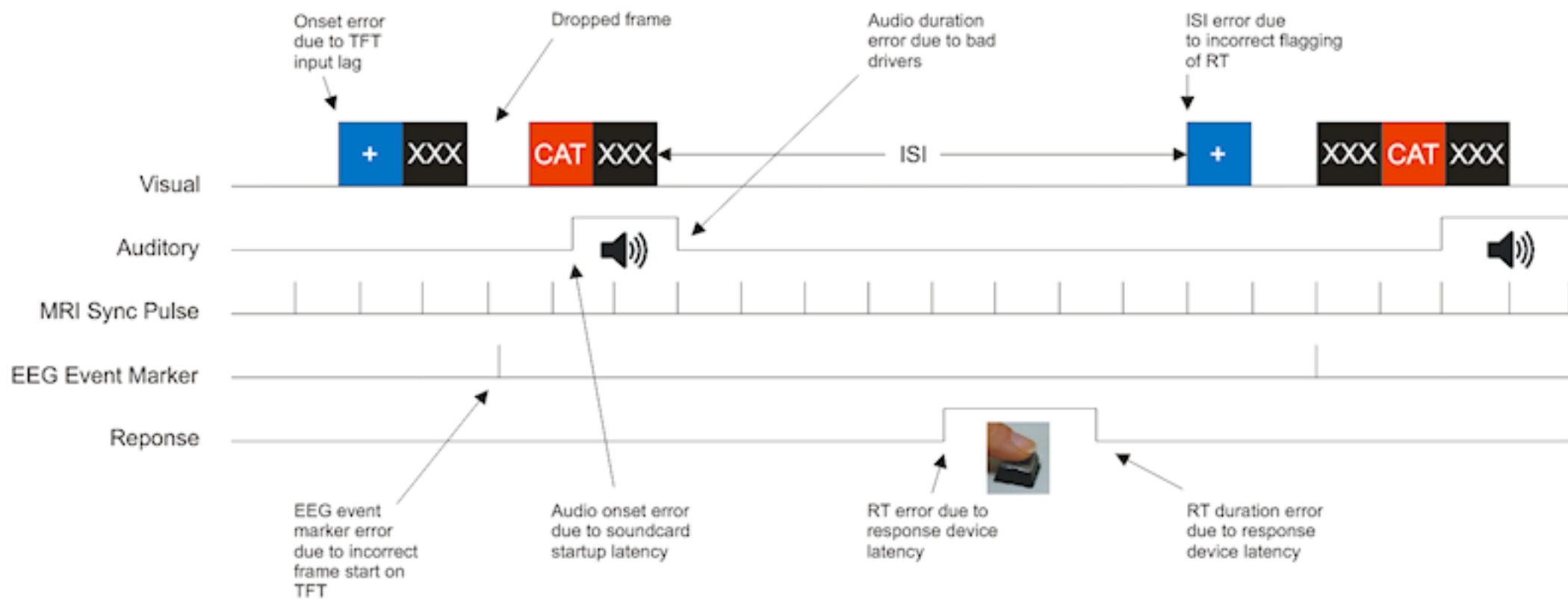
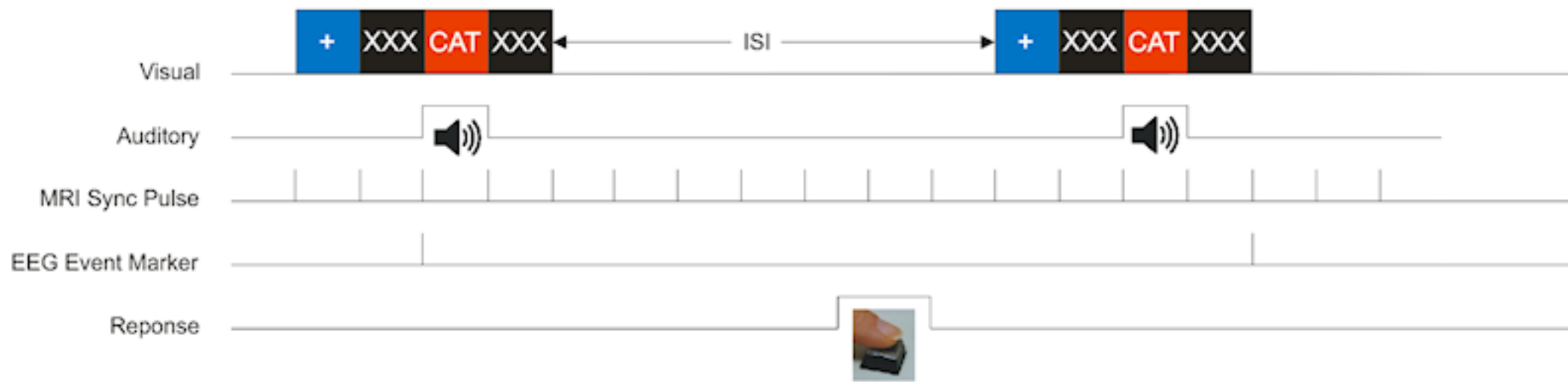


*overload / processing*



*How do we know this?*

*overload / processing*



We process information **fast**

But, we often aren't **aware until later**

*overload / processing*

**Fast processing is done  
below our awareness,  
non-consciously**

*overload / processing*

# Emotional distractions: color

Color *instantly* sparks our emotions,  
before we are even aware of it

*emotional distractions: color*

*Leverage!*

*emotional distractions: color*

# **Use color with intention**

Look into “color psychology”  
but do be mindful of cultural differences



*Activity*  
***Color Psychology***

Get ready to write the first word or phrase  
that comes to mind

*emotional distractions: color*

































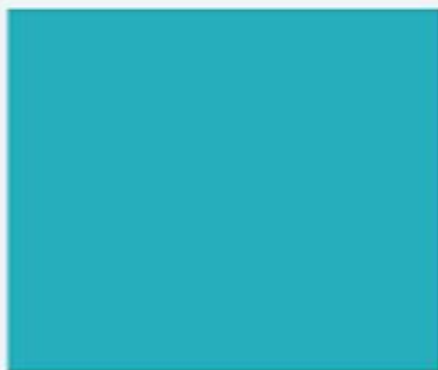
BLUE



TRANQUILITY,  
SECURITY,  
INTEGRITY, PEACE,  
LOYALTY, TRUST,  
INTELLIGENCE



COLDNESS, FEAR,  
MASCULINITY



TURQUOISE

SPIRITUAL,  
HEALING,  
PROTECTION,  
SOPHISTICATED

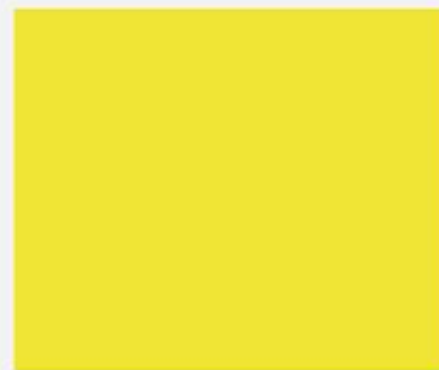
ENVY, FEMININITY



GREEN

FRESHNESS,  
ENVIRONMENT,  
NEW, MONEY,  
FERTILITY, HEALING,  
EARTH

ENVY, JEALOUSY,  
GUILT



YELLOW

BRIGHT, SUNNY,  
ENERGETIC, WARM,  
HAPPY, PERKY, JOY,  
INTELLECT

IRRESPONSIBLE,  
UNSTABLE

*emotional distractions: color*





PURPLE



ROYALTY, NOBILITY,  
SPIRITUALITY,  
LUXURY, AMBITION,  
WEALTH



MYSTERY,  
MOODINESS



PINK

HEALTHY, HAPPY,  
FEMININE, SWEET,  
COMPASSION,  
PLAYFUL

WEAK, FEMININITY,  
IMMATURITY



RED

LOVE, PASSION,  
ENERGY, POWER,  
STRENGTH, HEAT,  
DESIRE

ANGER, DANGER,  
WARNING



ORANGE

COURAGE,  
CONFIDENCE,  
FRIENDLINESS,  
SUCCESS

IGNORANCE,  
SLUGGISHNESS

*emotional distractions: color*



BROWN



FRIENDLY, EARTH,  
OUTDOORS,  
LONGEVITY,  
CONSERVATIVE



DOGMATIC,  
CONSERVATIVE



TAN

DEPENDABLE,  
FLEXIBLE, CRISP,  
CONSERVATIVE

DULL, BORING,  
CONSERVATIVE



GOLD

WEALTH, WISDOM,  
PROSPERITY,  
VALUABLE,  
TRADITIONAL

EGOTISTICAL,  
SELF-RIGHTEOUS



SILVER

GLAMOROUS,  
HIGH TECH,  
GRACEFUL, SLEEK

INDECISIVE, DULL,  
NON-COMMITTAL

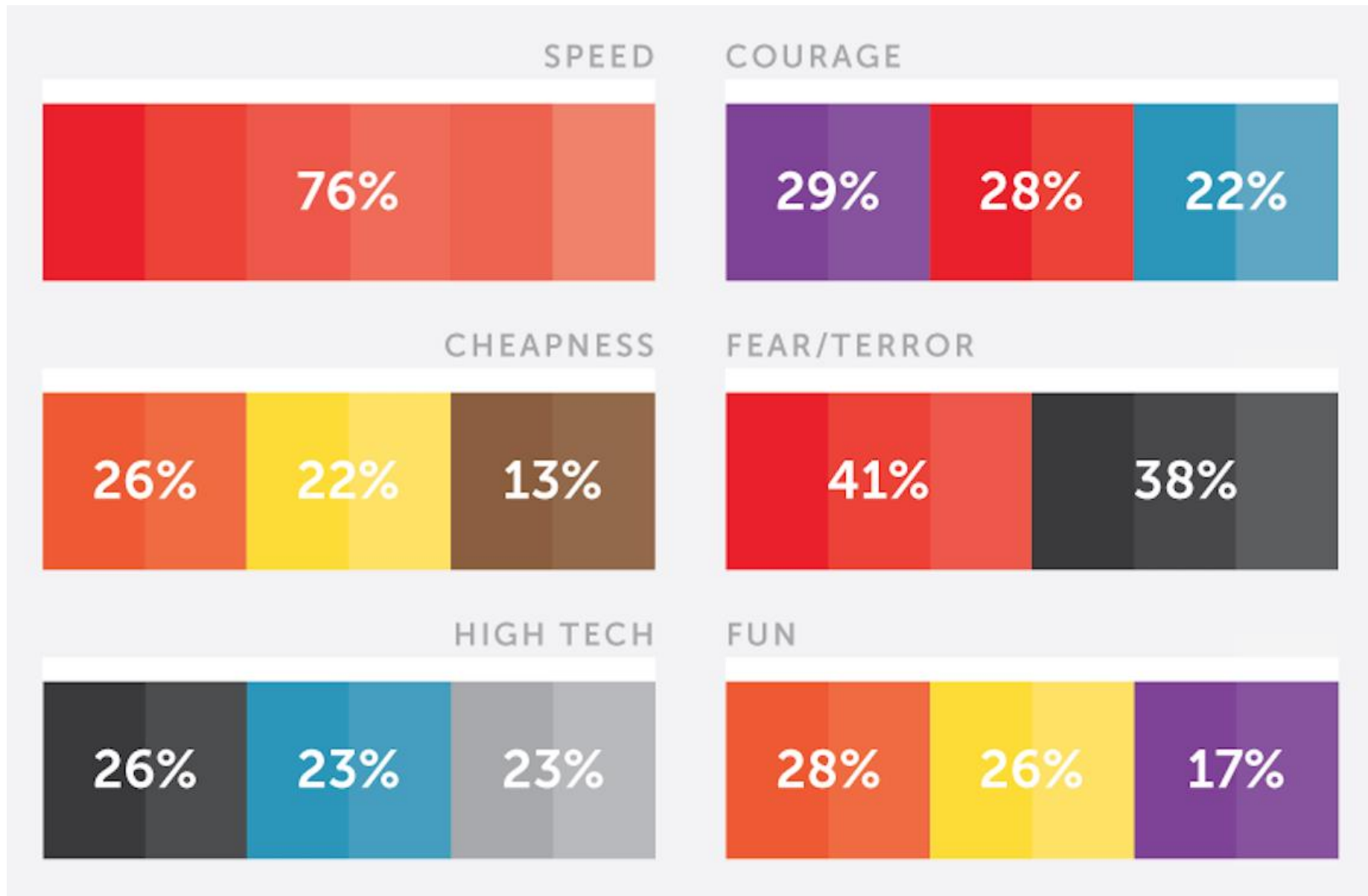
*emotional distractions: color*

	WHITE	GRAY	GOLD
+	GOODNESS, INNOCENCE, PURITY, FRESH, EASY, CLEAN	SECURITY, RELIABILITY, INTELLIGENCE, SOLID	PROTECTION, ELEGANCE, DRAMATIC, CLASSY, FORMALITY
-	ISOLATION, PRISTINE, EMPTYNESS,	GLOOMY, SAD, CONSERVATIVE	DEATH, EVIL, MYSTERY

*emotional distractions: color*



*emotional distractions: color*



*emotional distractions: color*

Let's review!

# Leveraging Our Biases & Pitfalls

1. Multitasking
2. Ladder of Inference
3. Emotional Distractions: Color

# Review: Multitasking

We can't multitask!  
*We task switch*

*Do what works for you to handle tasks, and  
guide others to help them task switch*



# Review: Ladder of Inference

We jump to conclusions and  
bias towards what we think

*Be aware, reflect, and don't assume*

# Review: Color

Color is one of the  
first things we process

*so use color with intention*

# ***Crunch Time***

*Forces us to use shortcuts:  
relying heavily on biases and patterns*

***Be mindful, aware, communicative***

*Even in times of urgency,  
sometimes we need to  
**pause to move forward***

*Even in times of urgency,  
sometimes we need to  
**step back to gain perspective***

***Quick communication, effective style:***

*guides / leads*  
*has clear intention*  
*maintains mutual focus*

# *Crunch Time*

*Forces us to use shortcuts:  
relying heavily on biases and patterns*

*Be mindful, aware, communicative*

pause to move forward

Step back to gain perspective



***guide / lead***

***have clear intention***

***maintain mutual focus***

*communication style*

**We're all in this together**

*Let's help each other  
leverage together*

*communication style*



Fearlessness comes from working  
with the softness of the human heart.

Chögyam Trungpa

“ quote fancy

*communication style*



# Discussion

## What We Learned

# Learning Goals

1. Information Hierarchy
2. Leveraging Our Biases & Pitfalls
3. Improve Communications

Questions?

Want to discuss anything?

# Credits

**Reference to resources  
used in presentation**

# Image of DIKW Pyramid

wikipedia.org



# **DIKW Pyramid with Decisions Steps**

[pursuant.com](http://pursuant.com)

# **DIKW Perspective Map**

Michael Ervick, Seattle University, 2012

# **Leadership Compass Self-Assessment**

[bethechangeconsulting.com](http://bethechangeconsulting.com)

Also, check out:  
Big Five Personality Traits  
“The Personality Compass”

# Millisecond Timing Graphic

[blackboxtoolkit.com](http://blackboxtoolkit.com)

# Ladder of Inference Modern Graphic

[synergycommons.net](http://synergycommons.net)

# **Color Psychology Examples**

Ashton Hauff, [coschedule.com](http://coschedule.com)

# **3D Character Models**

[cute-pictures.blogspot.com](http://cute-pictures.blogspot.com)