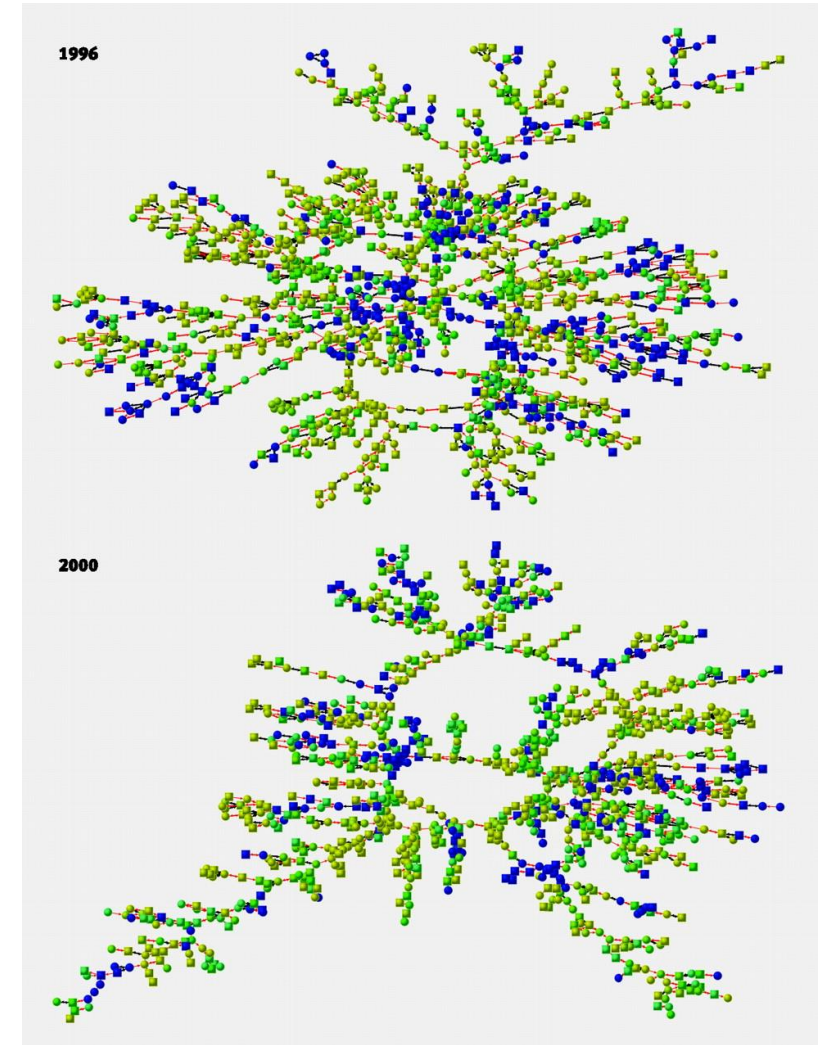


The Threads Among Us Workshop

Activity 1: Social Contagion

Activity 1: Social Contagion

- 10 minutes
- Divide into groups of 2-3
- Social networks demonstrate spread of emotions and behaviors up to three degrees of influence (e.g. happiness)



Activity 1: Social Contagion

- **Reflect of the following in your small groups**
 - Have you ever been in a room where an individual has “sucked the energy” out of the room?
 - Have you ever seen an example of an individual who lifted the spirits of those working around them?

Activity 1: Social Contagion

We influence and are influenced up to three

Every interaction we have is an opportunity to be the index case in either a positive or negative outbreak of social contagion.

Activity 2:
“The Threads Among Us”
Video

Activity 2: Video Debrief

- **Are there any general comments about the content of the video that you would like to share?**
- What scenarios portrayed in the video struck a chord with you and why?

Activity 2: Video Debrief

- Are there any general comments about the content of the video that you would like to share?
- **What scenarios portrayed in the video struck a chord with you and why?**

Activity 3: The Ladder of Inference

Activity 3:

The Ladder of Inference

- 10 minutes
- Divide into groups of 2-3
- One member of each group should record answers to share at the end of the activity
- Answer questions as a group

Activity 3:

The Ladder of Inference

- Example:

(Observation) I am cut off in traffic →

(Assumption) That person is a selfish jerk →

(Response) I'm going to honk my horn at the person who cut me off

- This can become like a “knee jerk” reaction
 - i.e. rapid and unconscious



NEGATIVE EXAMPLE

When surgeons call consults, the senior resident is impatient with them, rolls her eyes and calls the consults “bogus”.

Most surgeons often don't have all of the information because they “just want to cut.”

Senior resident receives a consult for anemia from a surgical team, though the surgeon cannot supply key details of the case.

LADDER OF INFERENCE

RESPOND

We respond in accordance with our beliefs

ASSUMPTION

We make assumptions based on our personal experiences.

OBSERVATION

We take in surrounding data, project it in the mind, and our brains filter it through our own unique biopsychosocial filters



POSITIVE EXAMPLE

When surgeons call consults, the senior resident appreciates that this is an opportunity to learn and to help the surgical team.

Most surgeons often do care for medical problems in their patients, but they may have reached the end of their comfort zone.

Senior resident receives a consult for anemia from a surgical team, though the surgeon cannot supply key details of the case.

Activity 3:

The Ladder of Inference

- How might the resident's response influence:
 - a) her team members?
 - b) the consulting team's members?
 - c) the patient?
- Why do you think that the resident was dismissive about this new consult?
- It is possible to "Hop off the Ladder?" to pause, reflect, and choose a different path? If so, how?

Activity 4: Gratis Gratitude Card

- Take an index card and write a simple “Thank you” or a short note to someone in your workplace who you feel is underappreciated or underrecognized
- Give the card to that person, if you are comfortable with this

Activity 4:

The “Why?” behind the Gratitude Card

- Expressing gratitude:
 - We overestimate how awkward it will be
 - We underestimate how surprised the recipient will be
 - We underestimate how happy the recipient will be
- And it’s easy to do!

Closing

- Thank you for participating in the *Threads Among Us* workshop
- Please fill out the e-mailed surveys to help us:
 - Improve the course
 - Collect anonymous data on experiences with incivility in the workplace

Last Slide, Last Moments Together

What lessons or reflections
from today can you use
to make your workplace a better
place NOW?