

DEALING WITH DIFFERENCES IN WORKPLACE INTERACTIONS

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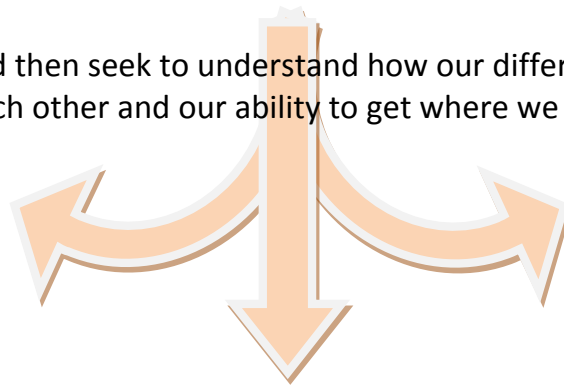
Successfully navigating difference requires
that we first understand what we have in common...



Universal Human Needs

Competence
Relatedness
Autonomy

...and then seek to understand how our differences
impact each other and our ability to get where we need to be.



What differences do we encounter in our daily interactions?

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*How do we know how all of these differences
affect people's experience of life?*

The key: We don't. We can't know it all.

You don't need to know it all – all of the different types of difference or human diversity that exist, and what they all mean for people.

Here's what you **DO** need to know...

Strategies for Navigating Differences

- What are you working with in the current situation – what dimensions of difference are involved?
- What do you need to learn more about to best navigate the current situation?
- What are your resources?
- What's the best way to navigate the situation with the others involved?