### Think-tion<sup>TM</sup>

### Integrating Thinking to Actions

Part 1

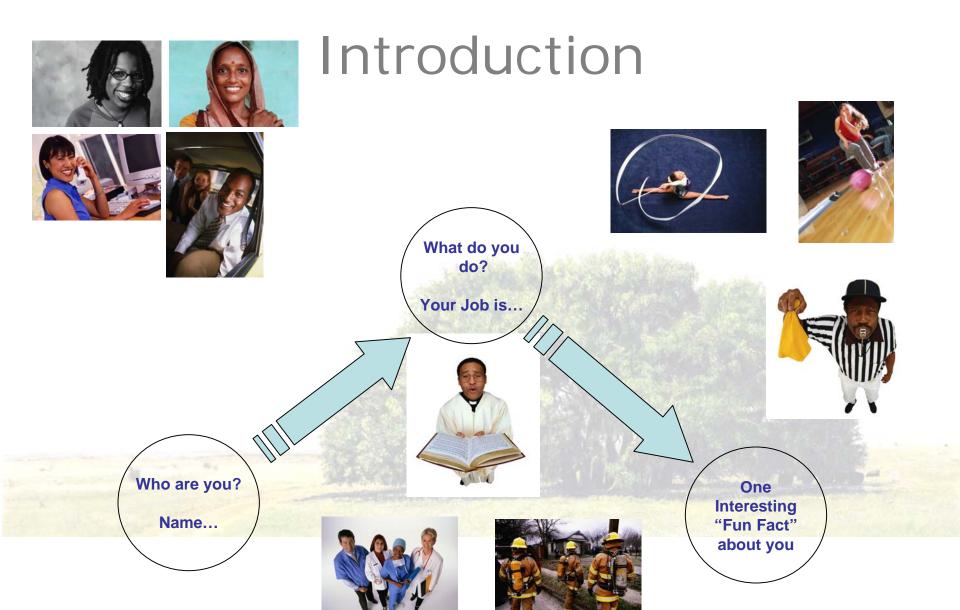
[S] Situation [T] Thinking [A] Action [R] Result

Dale S. Deardorff

In2: InThinking Network 2008 Forum April 17<sup>th</sup> 2008

1:15 - 4:15 PM







### Overview

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- Intro to *Actions*
- Background
- **Action** Statements
- Traditional Thinking
- STAR Process Flow
- [S] Situation
- [T] Thinking
- [A] Action

- [R] Result
- Cognitive Exercise I & II
- HBDI Brain Quadrant Model
- Think-tion<sup>TM</sup> Model
- Simple and Practical
- Framework Quick Reference
- Conclusion
- Next *Action* Steps



### Background





- The way we *Think*, our **Reactions** and our **Communication**.
- Do we......*Think* and then take *Action*....or?
- We may assume that *Action* is obvious and easy but.....
- Actions require a Thinking Process....even a simple one
- Actions without Thinking are chaotic and unpredictable



### Introduction



- Multiple modes of *Thinking* are required to effectively deal with **Uncertainty** and **Change**
- **Deciding** to do something might be considered a mental *Action* others think it is not an action unless the decision is carried out
- Chaos can come from trying to use the wrong Thinking-to-Action mode
- There must be an ability to produce dynamic change from Leverage Points in a *Thinking*-to-*Action* Model
- This requires "Smart" *Thinking* for complex situations



### Traditional Thinking

- Assumption's organize our experience prematurely forcing it to conform to what is expected and limiting our *Actions*
- Traditional *Thinking* is part automatic and part based upon a range of common assumptions
- Becomes easily rigid and predictable
- Does not *Think* about the **Result** first (it's assumed)
- We need Leverage Points where we can intervene in the "System" to optimize the cognitive direction



### Traditional Thinking

- The two hemispheres of the Brain control different characteristics of **Thinking** and *Action* (Left versus Right)
- Jumps from a quick perception of an event or a person to land in a category of habitual response that is assumed to be appropriate
- Puts events into pigeonholes with a habitual kind of *Action* ready to deal with it
- Never considers Leverage Points to intervene in the "System"
- It is *Thinking* on cruise control which blocks Learning and Innovation





### Introduction

- The way we typically describe Actions is.... Situation-Action-Result (SAR).....where is the *Thinking*..??
- We propose a change to.....

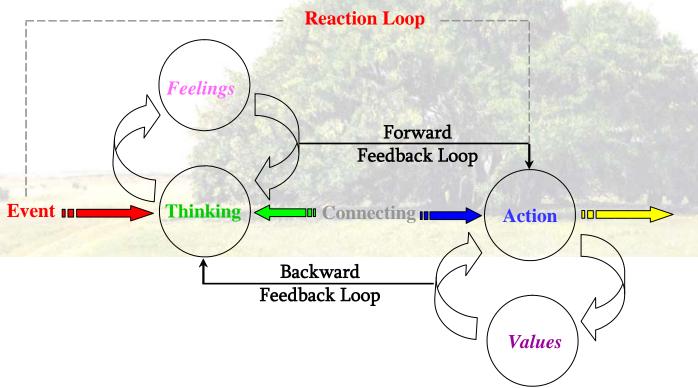
Situation-Thinking-Action-Result (STAR flows)



### Thinking to Action Process Flows

[S] Situation [T] Thinking [A] Action [R] Result

#### Think-tion<sup>™</sup> Model





## Thinking to Action Statements



How often have you heard......

- Think Harder
- That wasn't what I was *Thinking* about
- Think before you act
- Better *Think* about that again

- I was not *Thinking* when I did it
- I can not get my mind around that
- I can't *Think* strait
- What were you *Thinking*?



## Thinking to Action Phrases



Modern Organizations are composed of Leaders who provide directions like....

• Do The Right Thing!!!

(Your Accountable for what you do so if you make a mistake it's your problem)

• Be Innovative

(I'm to dense to come up with any ideas to solve your problem so you need to figure it out for yourself)

Create Shareholder Value

(Do something that we can use to justify and explain our costs to our customer)



## STAR Thinking-to-Action Flows

[S] Situation

[T] Thinking

[A] Action

[R] Result

• Why not SAR like everyone else uses...?



- Initiated by a Situation which creates the need
- Takes into account the deliberate *Thinking* to establish a pattern for *Action*
- The *STAR* process implies *Action*...reaching a predictable and desired **Result**
- The *Action* needed to fix a watch is different from the *Action* needed to tear down a building.

## STAR Thinking-to-Action Flows

[S] Situation [T] Thinking [A] Action [R] Result

- STAR process can be used to improve Thinking fluency
- Training of *Thinking-to-Action* Skills
- A simple 4-Step Cognitive process



- Allows the breaking down of *Thinking* into four distinct HBDI brain quadrant modes
- Allows the breaking down of *Action* into six unique *Action* modes

### STAR Thinking



- Traditional thinking can jump from a quick perception of an event or a person to land in a category of habitual response that we may assumed to be appropriate
- Traditional thinking can put events into pigeonholes with a habitual kind of *Action* ready to deal with it
- Using STAR will integrates a Process Step for *Thinking* into your *Actions*
- Not using it is *Thinking* on cruise control which blocks Learning and Innovation





# [S] Situation

- It Is the "Current State" and is the trigger for an Event!!
- May be based upon or influenced by *Perceptions & Paradigms*
- May require dissection into different Viewpoints to get an accurate understanding or collective Point-of-View
- Types of Situations: Good, Bad, Awkward, Hard.....
- These may be out of your control to change, shift or modify





# [T] Thinking

- Projects the wanted or desired "Ideal State"
- Establishes a new mental Model to represent it
- Uses the HBDI 4-Quadrant Model with separations for:

Logical Thinking (Strategic)
Sequential Thinking (Planning)
Interpersonal Thinking (Feelings)
Synthesizing Thinking (Innovative)



# [A] Action

• Uses the Think-tion<sup>TM</sup> Model with separations for:



#### Aligned Value Actions

Leadership Actions
Accountability Actions
Learning Actions
Passion Actions
Fun Actions
Opportunity Actions

Matrixed together to understand the....

Changes required to create *Action* planning using Idea Triggers



# [R] Result

• Or the "Desired Result"



- The Result is what happened after-the-fact from the Actions
- Lessens Learned and Best Practices can be established from these
- May benefit from PDSA Review as Check/Balance for accuracy
- All steps are connected in a Flow assuming that the thinking component is not a separate step is limmiting to the complexity
- Remember that *Systems* are complex......
  - and it is very dangerous to generalize about them!



### Brain Research & Articles

#### This Is Your Brain on a Strong Brand: MRIs Show Even Insurers Can Excite

IG BRANDS make bigger brain waves. According to new research examining brain reaction to commercial brands, strong product identities can create more excitement than weaker ones even in areas generally perceived as dull, such as insurance

That research, to be p annual conference of the I North America in Chicag the first ever to use mag resonance imaging to stud impact of brand-recognition brains, says Christine Born German radiologist who rected the research.

Dr. Born, who specializ the use of MRI to study n logical questions at Luc Maximilians University in nich, says the brand stud volved no industry funding got under way when a me of her university's Institu Marketing approached about the possibility of medical technology to neuroeconomics.

A group of combined me and economic researcher signed a study that would ine neurological reaction strong and weak brands product categories, cars a surance. They selected 20 men and women who mean age of 28 and a hig of education, and placed t

an MRI machine that had been rigged with a small video screen. The logo of Volkswagen flashed across the screen for three seconds, followed by the logo of a lesser-known European brand called Seat (also owned by Volkswagen).

Film of their brains during that sequence found that the Volkswagen logo produced a strong pattern of activity in the part of the

brain associated with positive emotions identification and rewards Seat logo provoked activity brain associated with negat as memory-suggesting that work for a response.

What surprised Dr. Born logo activated the decision-

igh the subje ses of ensuri answer a image.

But the that under brains resp fully to stro as to strong says Dr. 1 prised her,

'cars are a status symbol. Insurance is an abstraction.'

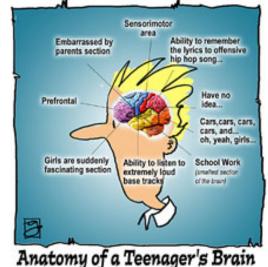
In the MRI study, the logo of the strong insurance brand-a European insurer named Allianz-produced just as powerful a reaction as did Volkswagen. The weaker brand of insurance-Volksfursorgeevoked the same response as

the Seat brand of auto. Dr. Born says the study suggests that the psychological pull of strong brands may be even greater than previously thought, though she cautions that this study is small, pioneering and, as

yet, unpublished.

the purchase of cars, app and goods for the homepurchase of insurance, s hold cleaners and paper Silverstein, a senior vice sulting Group and an ex ping behavior. And despi











### STAR Thinking [4-D's]



A full robust process that is.....

- Dynamic.....Adaptive and able to change, shift or evolve
- Diverse.....Able to embrace multiple ideas or thoughts
- Different......Concept is much richer and more complex
- Directed......Focused & repeatable model which can be learned, practiced and optimized for success



# Where do you do your Best Thinking?

1) $\dots$ In t
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- 2) ......While Sleeping?
- 3) ......While Exercising?
- 4) ......In the Shower?
- 6) .....at WORK?



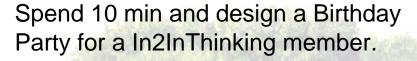


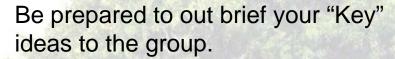
### Birthday Party Exercise





Break into groups of 3-5 members and select a scribe to document.

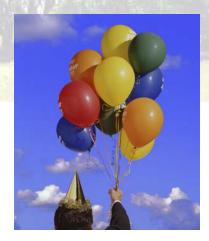












## Thinking Comfort Zone

Step 1: Deal 5 cards to each team member

Step 2: Have them select their top 3

Step 3: Trade with other people to get to 1

Step 4: Place the single card in appropriate

location on board





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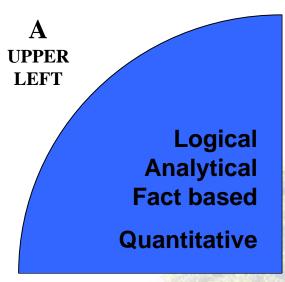


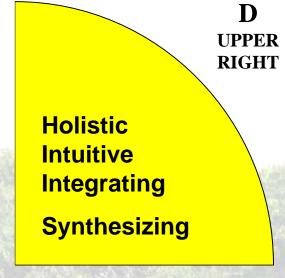
How did it feel to have the perfect card for you ??

How did it feel to have the cards that were not accurate descriptors?

### Whole Brain Model

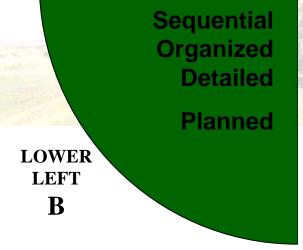








Left Brained







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**Limbic Mode** 

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#### **Cerebral Mode**

- Gathering facts
- Analyzing issues
- Problem solving logically
- Arguing rationally
- Considering financial aspects
- Measuring precisely

Left

**Brained** 

Understanding technical elements

- •Reading the signs of coming change
- Seeing the big picture
- Recognizing new possibilities
- Tolerating ambiguity
- Integrating ideas and concepts
- •Bend or challenging established policies
- Synthesize unlike elements into new whole
- •Inventing innovative solutions to problems
- Problem solving in intuitive ways

- Finding Overlooked Flaws
- Approaching problems practically
- Standing firm on issues
- Maintaining a standard of consistency
- •Reading fine print in documents/contracts
- Organizing & keep track of essential details
- Develop detailed plans and procedures
- Articulate plans in an orderly way
- records strait

- •Recognizing interpersonal difficulties
- Anticipating how others will feel
- •Intuitively understanding others feelings
- Engendering enthusiasm
- Persuading
- Teaching
- Coaching
- Understanding emotional elements
- Considering values

### Our 4 Different Selves

A SELF
Analyzes
Quantifies
Is logical
Is critical
Is realistic
Likes numbers
Knows about money
Knows how things work

Infers
Imagines
Speculates
Take risks
Is Impetuous
Breaks rules
Likes surprises
Is curious / Plays

Take preventive action
Establishes procedures
Gets things done
Is reliable
Organizes
Is neat
Timely
Plans

B

SELF

Is sensitive to others
Likes to teach
Touches a lot
Is supportive
Is expressive
Is emotional
Talks a lot
Feels



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# A Quadrant: The Rational Self

SELF SELF **Analyzes Quantifies** Is logical Is critical Is realistic Likes numbers **Knows about money Knows how things work** 

At School: Math, Science,

Computers

At Work: Finance, Engineer,

Chemist, Technician

**Decision Making:** Gathers Facts,

**Argues Rationally** 

**Problem Solving:** Forms Theories, Solves Logically, Measures Precisely

**Hobbies:** Model Making, Home Improvements, Computer Games



# B Quadrant: The Safekeeping Self

Take preventive action
Establishes procedures
Gets things done
Is reliable
Organizes
Is neat
Timely
SELE

**At School:** Geography, History, Language (grammar)

At Work: Manager, Administrator, Project Management, Travel Agent

**Decision Making:** Stands Firm, Conservative, Procedural

**Problem Solving:** Approaches Problems Practically

**Hobbies:** Travel, Fishing, Camping, Spectator Sports, Golf, Reading



# C Quadrant: The Feeling Self

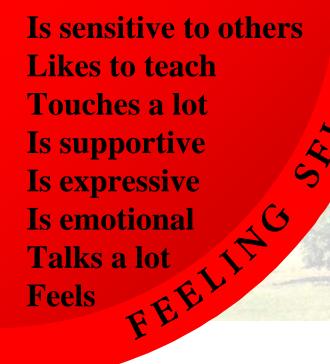
**At School:** Social Science, Literature, History, Geography, Drama

At Work: Social Worker, Teacher, Trainer, HR Professional, Sales Person

**Decision Making:** Involves Others, Interpersonal, Intuitive, Emotional

**Problem Solving:** Considers Others, Intuitive, Picks Up on Non verbal and Interpersonal Clues

**Hobbies:** Reading, Listening to Music, Travel, Walking, Relaxing





EXPERIMENTAL **Infers Imagines Speculates** Take risks Is Impetuous **Breaks rules** Likes surprises Is curious / Plays

# D Quadrant: The Experimental Self

**At School:** Science, Math, Arts and Crafts

At Work: Self Employed, Entrepreneur, Artist, Designer, Advertising, Marketing, Sales

**Decision Making:** Imaginative, Risk Taking, Forward Looking

Problem Solving: Inventive, Intuitive, Sees the Big Picture

**Hobbies:** Arts & Crafts, Creative Writing, Music Playing, Photography



A

D

George bought a house for the family on price alone. He didn't consider its location, convenience, layout or design. It was a good financial investment and would show a good capital gain in 5 years. That was all that mattered.

Michael brought a car without checking to see if his golf clubs would fit in the back. When he got home he discovered they wouldn't.

**Real Stories About Real People** 

Betty kept everything in her pantry in alphabetical order. Therese took her vacuum cleaner on camping trips to keep the tent clean. Alison traveled everywhere with her 3 teddy bears. When asked why, she explained "One hotel room looks the same as any other. At least when I go back at night I have my friends to keep me company."

B

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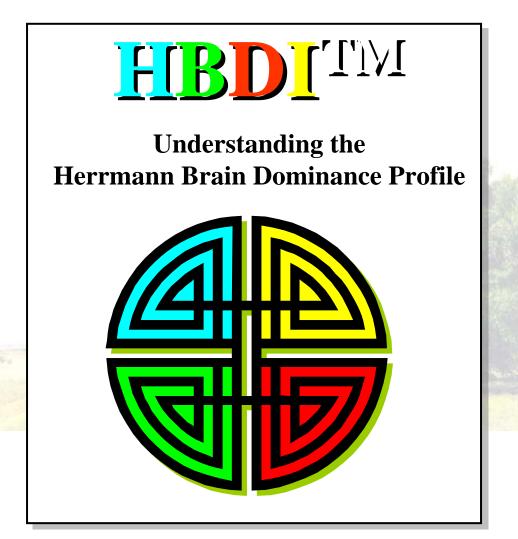


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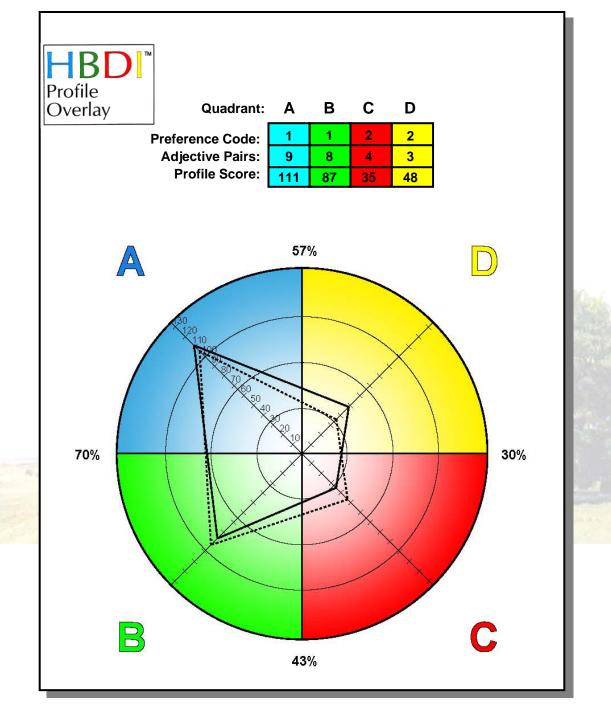




### Hand Out the Individual Profiles











#### **HERRMANN BRAIN DOMINANCE INSTRUMENT** DATA CHMMADY

	DA	TA SUIVIIVIAR I		
Name: Occupation:		Gend		OUP ate:
	COLUMN A UPPER LEFT	COLUMN B LOWER LEFT	COLUMN C LOWER RIGHT	COLUMN D UPPER RIGHT
PROFILE SCORES PREFERENCE CODE	111 1	87 1	35 2	48 2
ADJECTIVE PAIRS (distribution of 24 points)	9	8	4	3
KEY DESCRIPTORS  X = selected  * = most descriptive	Factual x Quantitative Critical Rational x Mathematical Logical * Analytical x	Conservative x Controlled Sequential x Detailed x Dominant Speaker Reader	Emotional Musical Spiritual Symbolic Intuitive Talker Reader	Imaginative Artistic Intuitive Holistic Synthesizer Simultaneous x Spatial
WORK ELEMENTS (5 =most, 1=least)	Analytical 4 Technical 5 Problem Solving 5 Financial 2	Organization 4 Planning 2 Administrative 1 Implementation 5	Teaching 5 Writing 4 Expressing 3 Interpersonal 3	Integration 2 Conceptualizing 4 Creative 3 Innovating 3
Adolescent Education Education Focus Occupation Hobbies			_	=
	primary right	Right/ some left m	left/ ixed some right	primary left
HAND DOMINANCE	X		qual	night
ENERGY LEVEL	day x	ec	1444	mynt
		none	some	frequent
MOTION SICKNESS	introverted			extroverted
INTROVERT/EXTROVERT (self-placement)	Introverted	х		CALIOVELLEG

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HBDI data explanation for **John Doe** February 03, 1999

Your HBDI Profile Sheet provides you with a visual plot of your thinking style preferences. The Consolidated Score Sheet gives a breakdown of what quadrant many of the questions fall into. This explanation page will describe each of the quadrants in descending order of your preference.

The thinking style quadrant you most prefer, based upon your responses to the HBDI Survey, is the A Quadrant, with a value of 111. Descriptors of this thinking style which you selected are Factual, Rational, Logical and Analytical, with Logical representing your "Key" Descriptor - the one most descriptive of you. These descriptors represent a general overview of your mental preferences in day-to-day life. Work Elements you strongly relate to in this quadrant include Analytical, Technical and Problem Solving. These Elements reflect your mental preferences at work. Work preferences may align completely with general preferences, or they may stem from situations unique to one's working environment. In the forced-choice, Adjective Pairs section of the Survey, 38% of your responses registered in the A Quadrant. For comparison purposes, your A Quadrant Profile Score represents 40% of your total Profile.

Your next most preferred is the B Quadrant, with 87 points. In this thinking style, you selected Conservative, Sequential and Detailed as descriptive of you. Work Elements you identified as ones you do well include Organization and Implementation. In Adjective Pairs, 33% of your responses registered in the B Quadrant, compared to 31% of your overall Profile.

By quite a margin, your next most preferred is the D Quadrant, with 48 points. In this thinking style, you selected Simultaneous as descriptive of you. Work Elements you identified as ones you do well include Conceptualizing. 13% of your Adjective Pairs responses fell in the D Quadrant, compared to 17% of your Profile.

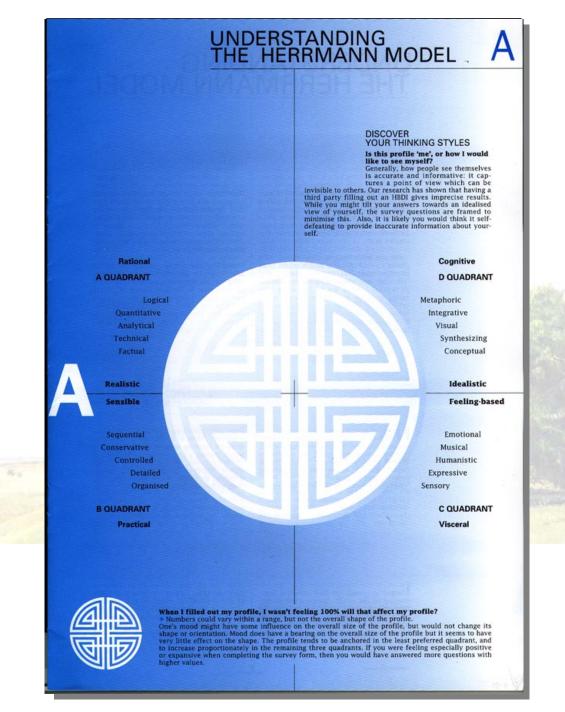
Your least preferred quadrant, based upon your Survey responses, is the C quadrant, with a value of 35. There were no Descriptors in this Quadrant which you felt were characteristic of you. Work Elements you identified as ones you do well include Teaching and Writing. 17% of your Adjective Pairs responses fell in the C Quadrant, compared to 12% of your Profile.

The Adjective Pairs result tells us something about how we react when under pressure. This may or may not be consistent with our general behavior. The distribution of your responses to these questions into the A, B, C and D Quadrants was 9, 8, 4, 3, respectively. This distribution, while not perfectly aligned with your profile, is not radically out of alignment either. This suggests that there may be some shifts in your thinking style when under pressure, perhaps with a less-preferred quadrant becoming more dominant or a generally preferred one receding into the background.

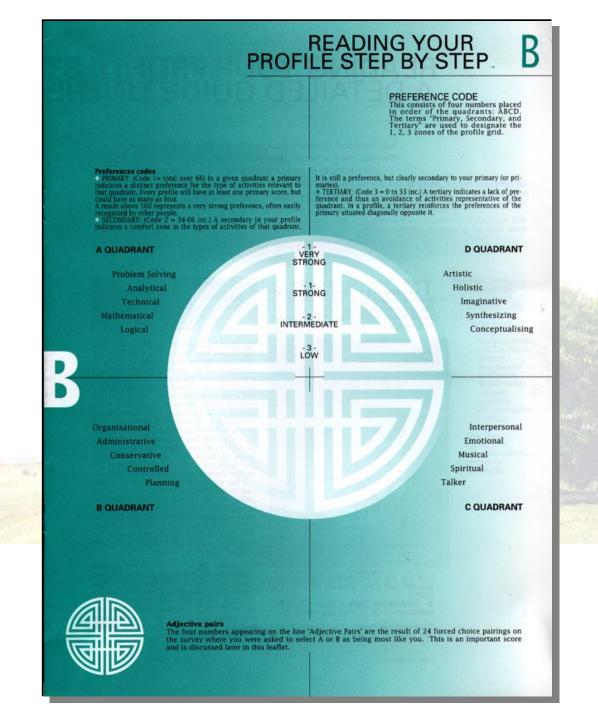
The Profile Code is a categorization of profiles. It can be helpful in identifying generally similar Profile configurations. Your Profile Code is 1122, which is discussed on page 14 of the Understanding Your Profile booklet.

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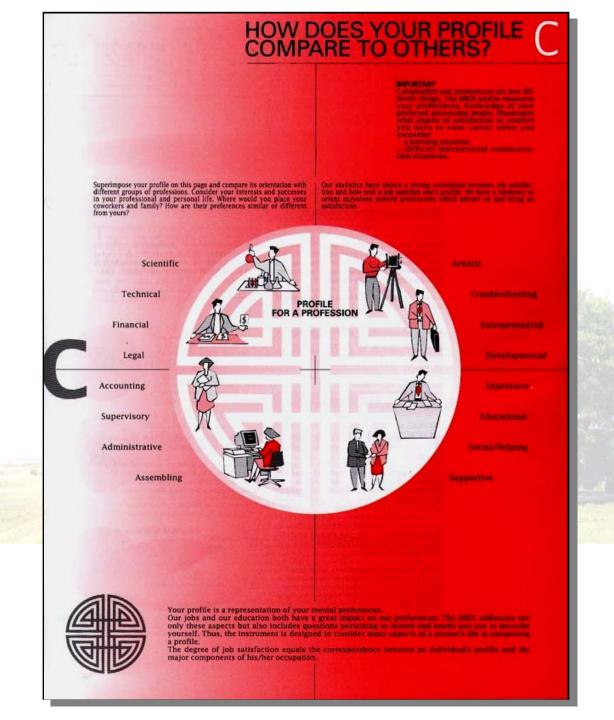




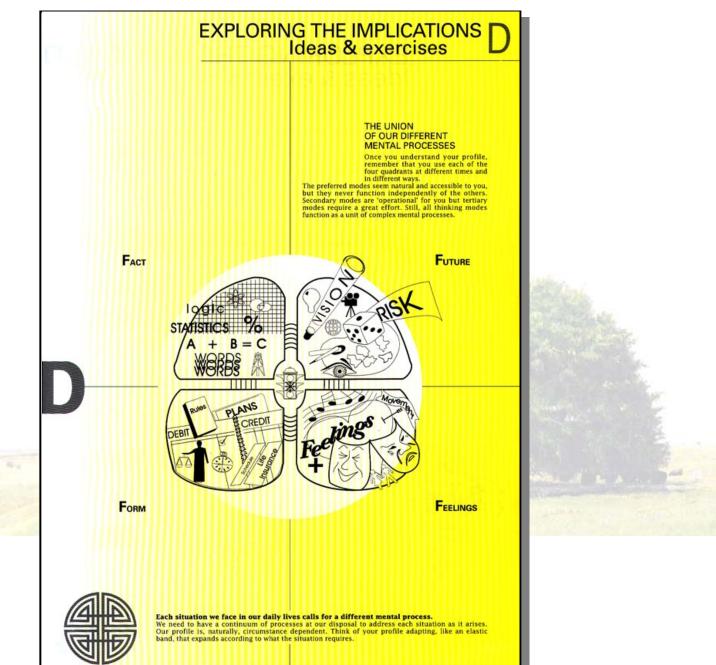




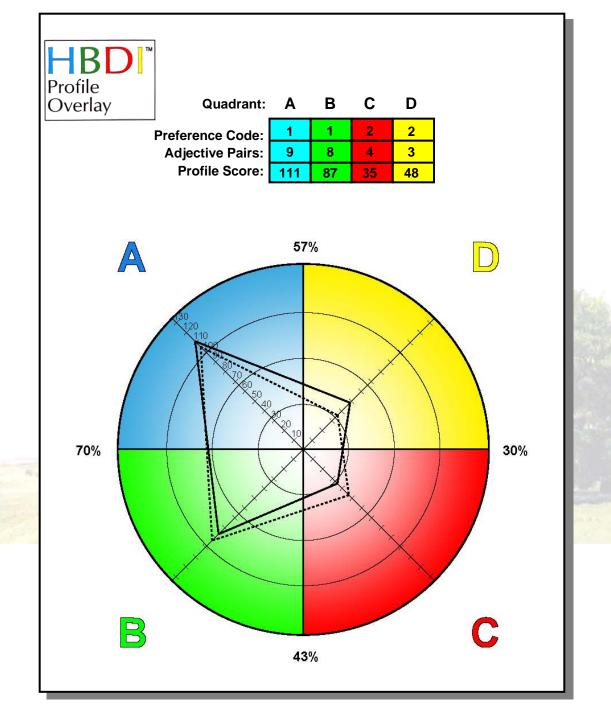








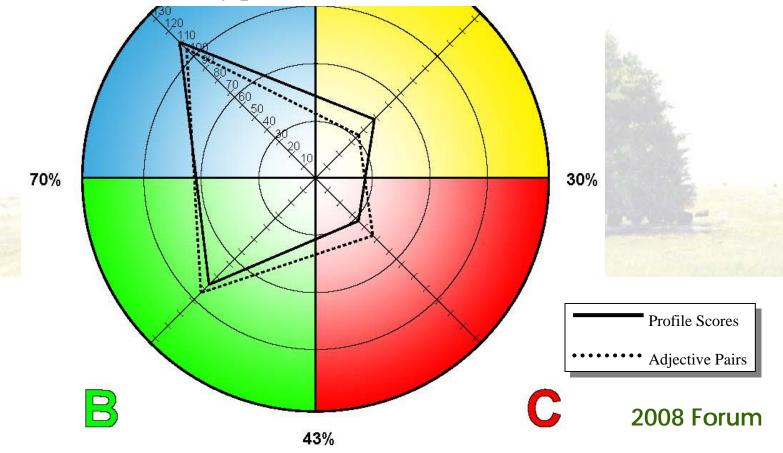






Quadrant:	<u> </u>	В	С	D	
Preference Code:	1	1	2	2	
Adjective Pairs:	9	8	4	3	
Profile Score:	111	87	35	48	

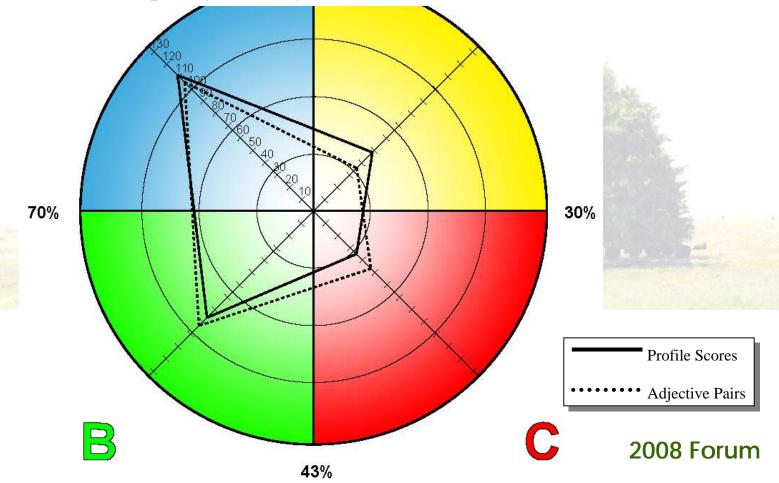
1=Primary preference STRONG
2=Secondary preference MEDIUM
3=Tertiary preference LOW





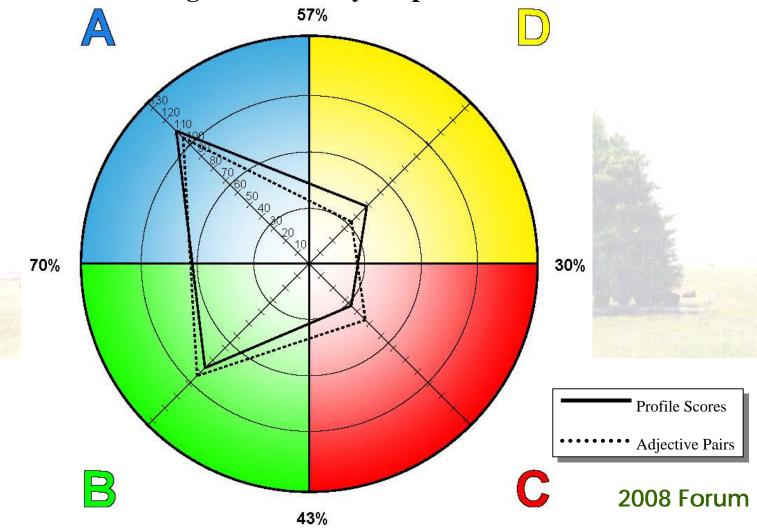
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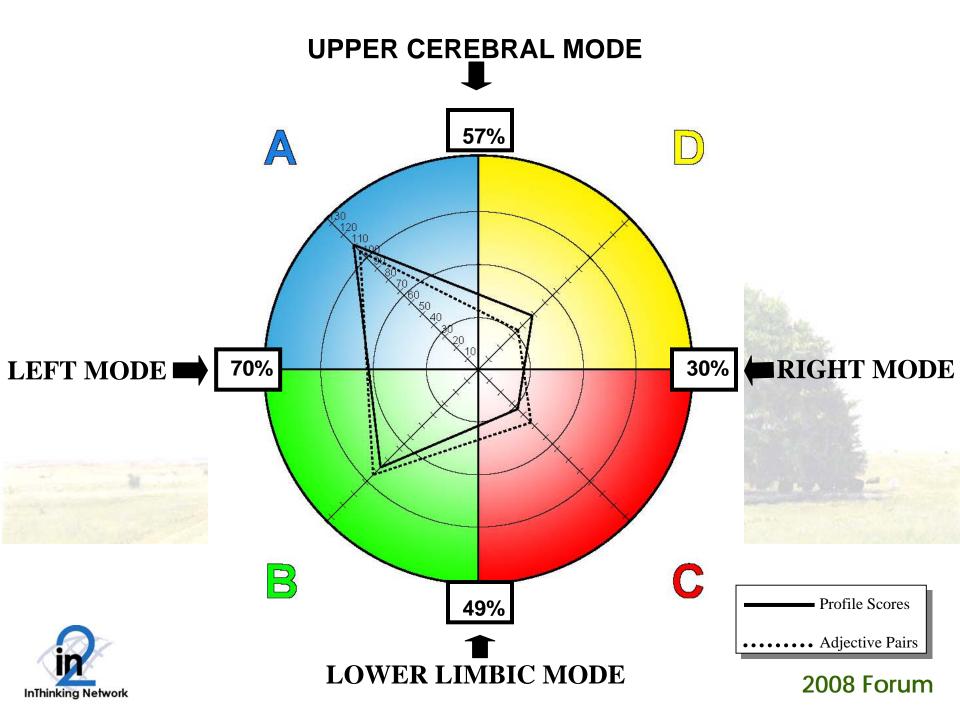
24 Points distributed across the quadrants. Look for your highest points-that is your "backup" style or style under stress.



Quadrant:	Α	В	С	D	
Preference Code:	1	1	2	2	
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Profile Score:	111	87	35	48	

Profile Score=Total for each quadrant forming the basis for your profile.





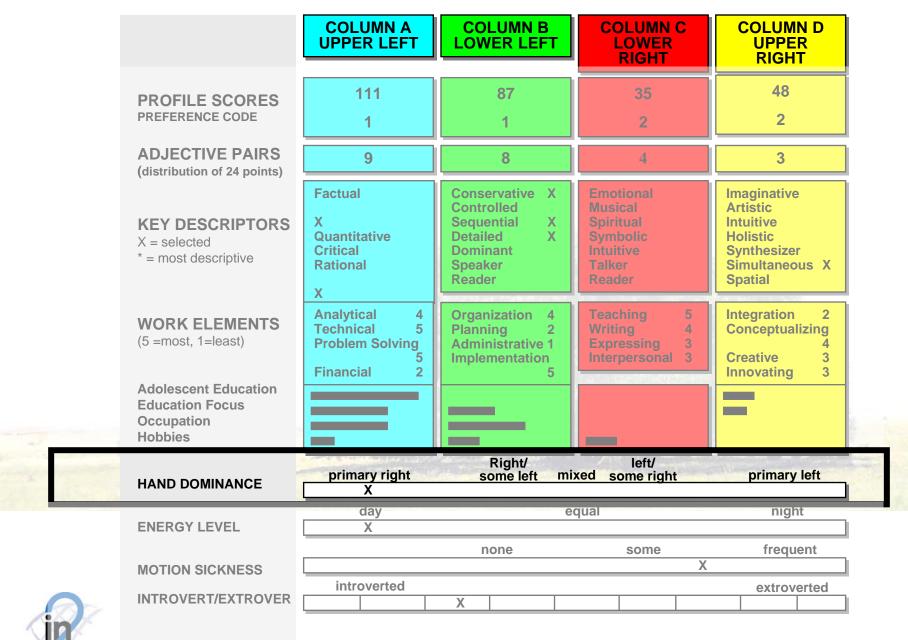
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KEY DESCRIPTORS  X = selected  * = most descriptive  WORK ELEMENTS	Factual  X Quantitative Critical Rational  X  Analytical 4 Technical 5	Conservative X Controlled Sequential X Detailed X Dominant Speaker Reader  Organization 4 Planning 2	Emotional Musical Spiritual Symbolic Intuitive Talker Reader  Teaching 5 Writing 4	Imaginative Artistic Intuitive Holistic Synthesizer Simultaneous X Spatial  Integration 2 Conceptualizing	
(5 =most, 1=least)  Adolescent Education Education Focus Occupation Hobbies	Problem Solving 5 Financial 2	Administrative 1 Implementation 5	Expressing 3 Interpersonal 3	Creative 3 Innovating 3	
HAND DOMINANCE	primary right	Right/ some left mix	left/ xed some right	primary left	
ENERGY LEVEL	day X	e	qual	night	
MOTION SICKNESS		none	some X	frequent	
INTROVERT/EXTROVER	introverted	X		extroverted	

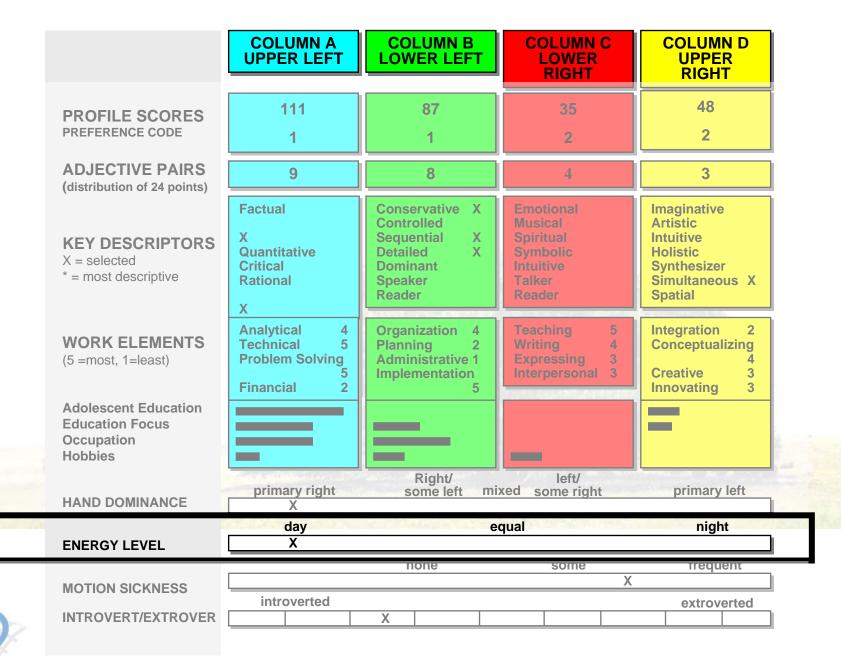
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	Adolescent Education Education Focus Occupation Hobbies	Financial 2	5		Innovating 3
	HAND DOMINANCE	primary right	Right/ some left m	left/ lixed some right	primary left
	ENERGY LEVEL	day X		equal	night
	MOTION SICKNESS		none	some X	frequent
200	INTROVERT/EXTROVER	introverted	X		extroverted



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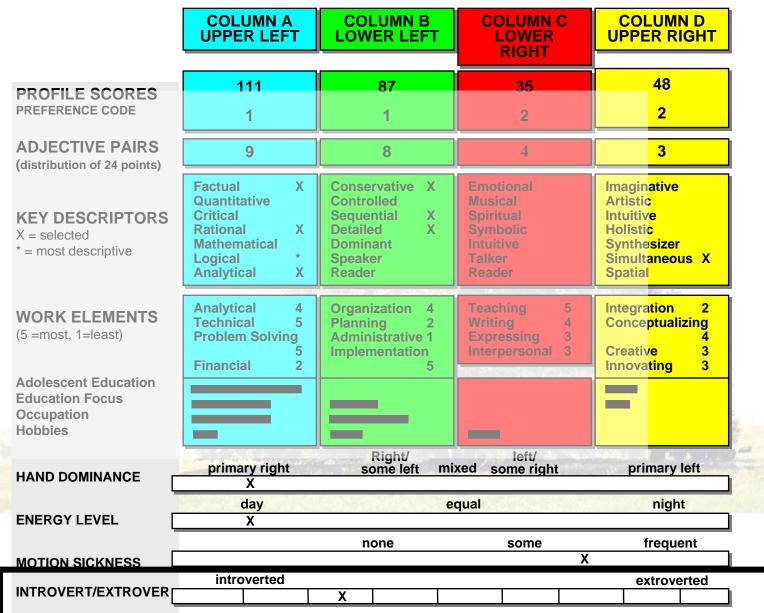






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WORK ELEMENTS (5 =most, 1=least)	Analytical 4 Technical 5 Problem Solving 5	Organization 4 Planning 2 Administrative 1 Implementation	Teaching 5 Writing 4 Expressing 3 Interpersonal 3	Integration 2 Conceptualizing 4 Creative 3
Adolescent Education Education Focus Occupation Hobbies	Financial 2	5		Innovating 3
HAND DOMINANCE	primary right	Right/ some left mi	left/ xed some right	primary left
ENERGY LEVEL	day	е	qual	night
MOTION SICKNESS		none	some X	frequent
INTROVERT/EXTROVER	Introverted	V		extroverted







### Clusters

**Upper Left** A

Intellectual thinking

Factual Critical Rational Realistic Rigorous thinking Knows the basis of things

Originate **Imaginative** Innovative Creative Curious Artistic Originate

Playful **Upper Right** Breaks rules Risk taking

Intuitive

Logical Analytical Problem solving Test & prove Knows how things work

Financial Numerical **Ouantitative** Mathematical Knows about money

Artistic **Spatial** 

(solutions) Strategic Visual Integration Future oriented Synthesizing Imaginative Holistic

Simultaneous **Impetuous** Likes surprise<mark>s</mark>

Intuitive (solutions)

Conceptual Metaphorical

Conservative **Traditional** Controlled

**Dominant** 

Safekeeping

On time organized Reliable

**Technical** 

Emotional Feeling

Spiritual

Talker Teaching/ training Expressing Communicator

Detailed

**Implementation** Speaker Gets things Reader done

Symbolic Intuitive (people)

Musical

Writer

Reader

**Lower Left** B

InThinking Network

Linear **Sequential** Step by step Procedural

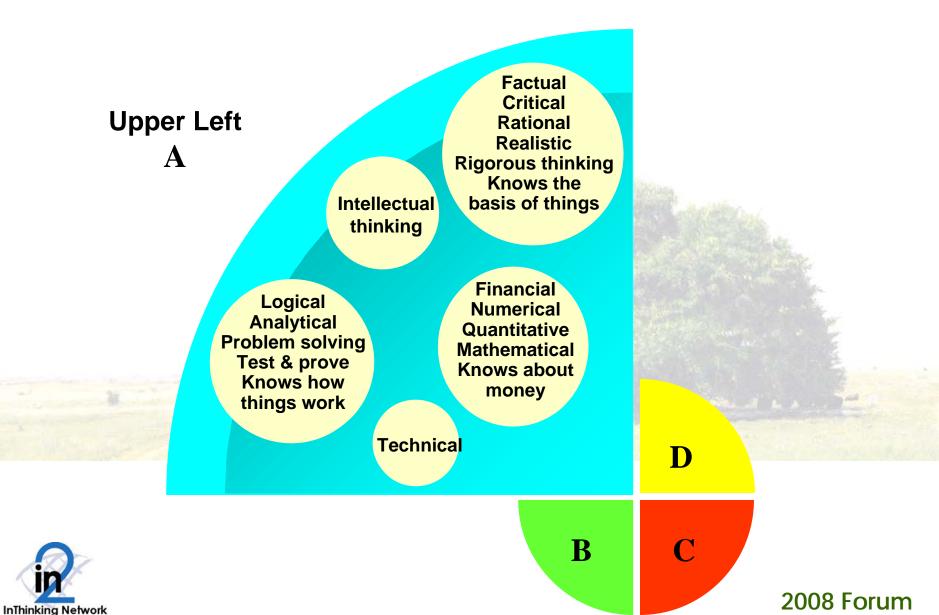
Neat Organized Planning Administrative Preventive

Intuitive (people) Interpersonal Friendly Sensitive to others Supportive People oriented **Empathetic** 

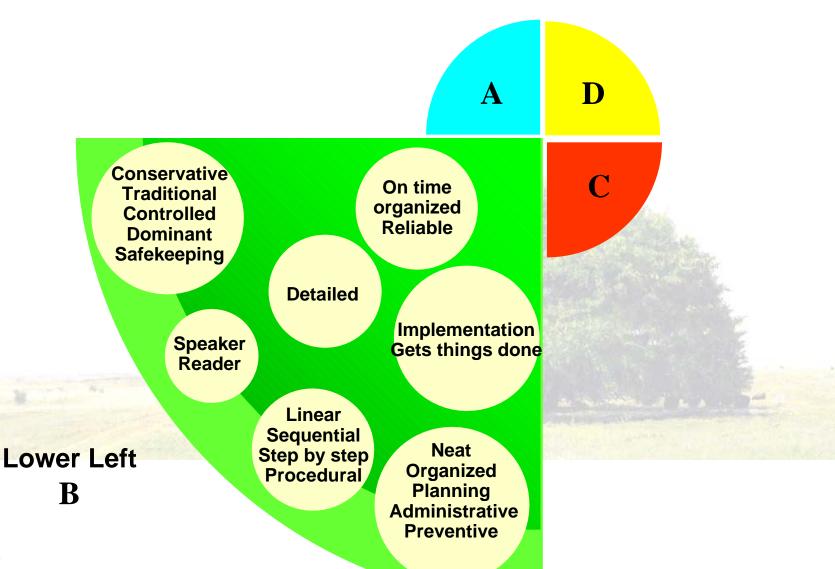
**Lower Right** 

2008 Forum

### A-Quadrant Clusters

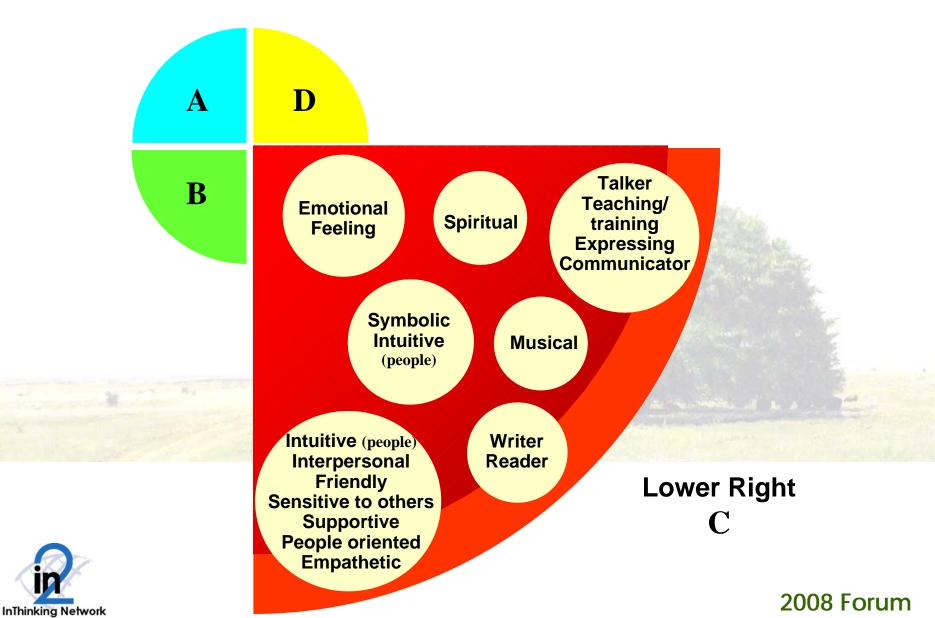


### **B-Quadrant Clusters**

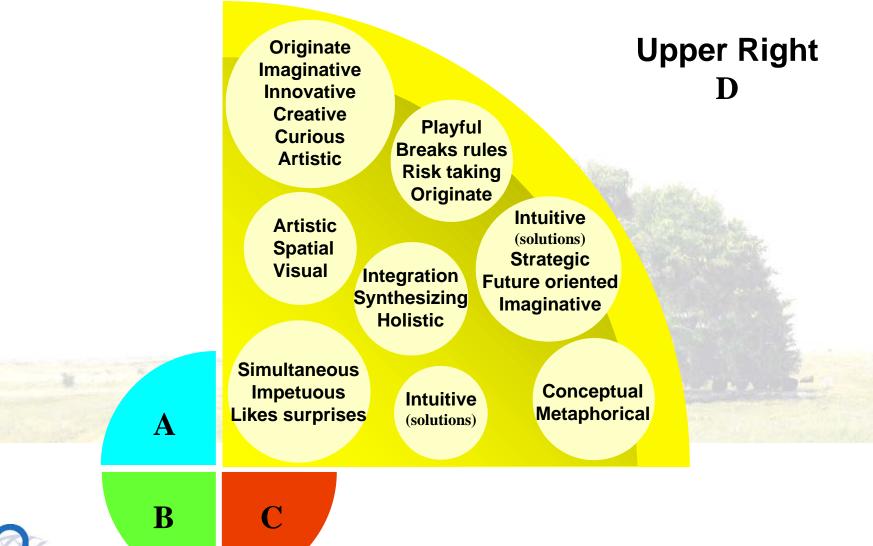




### C-Quadrant Clusters

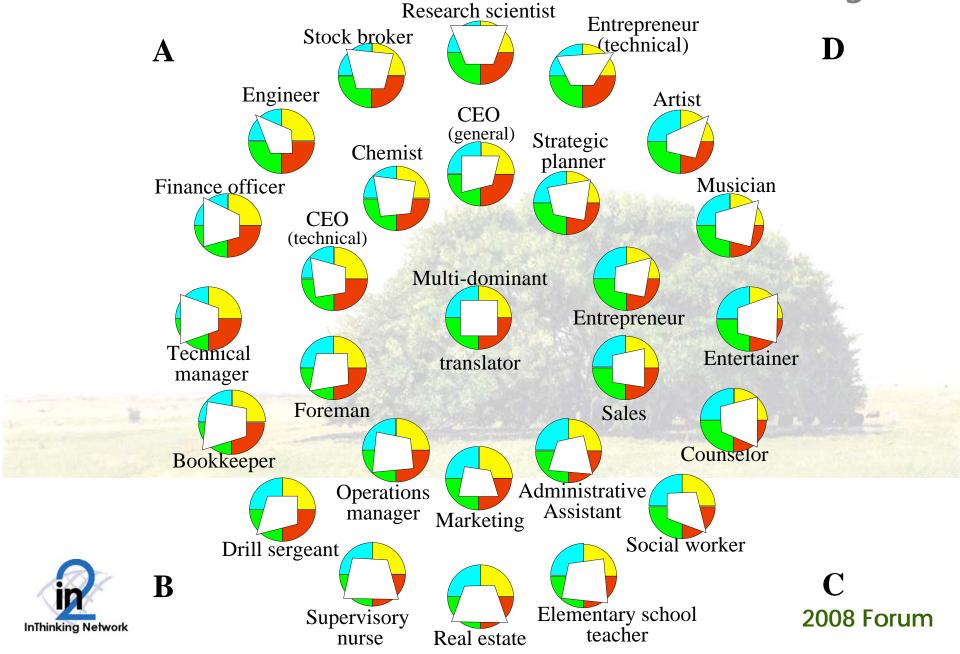


### **D-Quadrant Clusters**

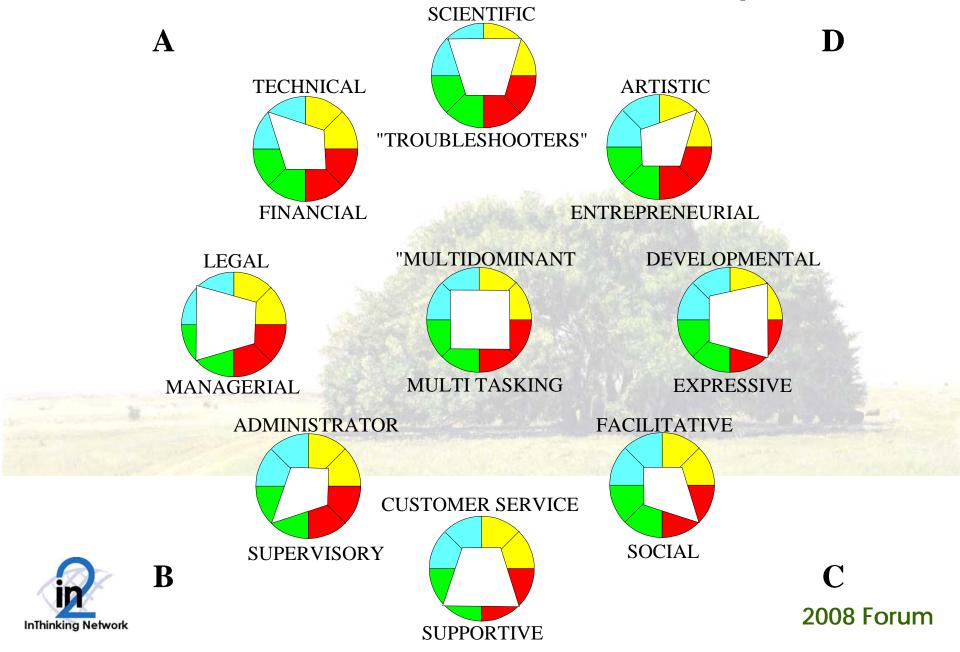




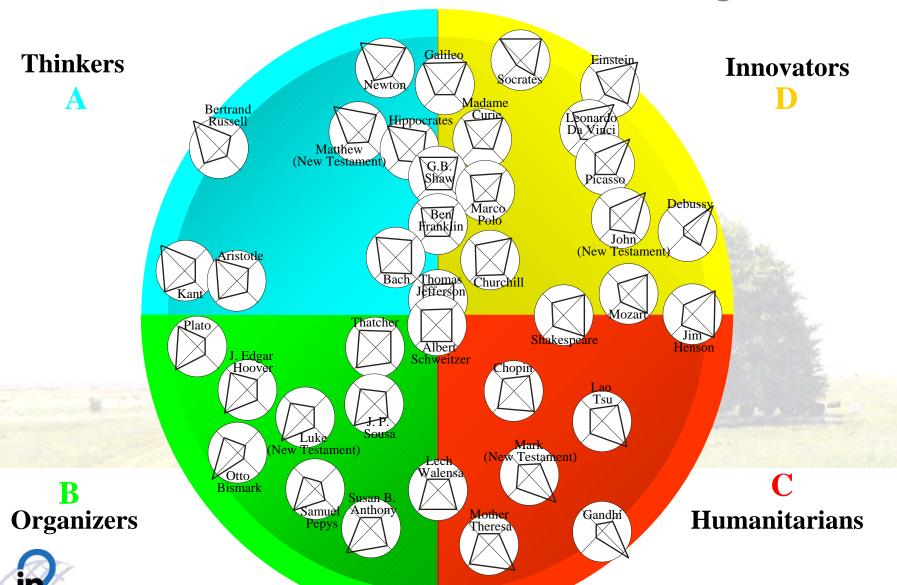
# Proforma Profiles of Mentality



## Proforma Profiles of Occupation



## Great Brains in History



InThinking Network

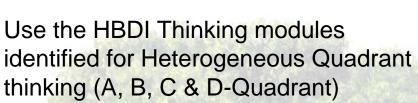
2008 Forum

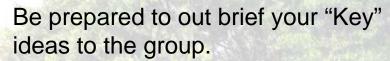
# HBDI Birthday Party Exercise





Spend 15 min and design a Birthday Party for a In2InThinking member.













### End of Part # 1

Any Questions???

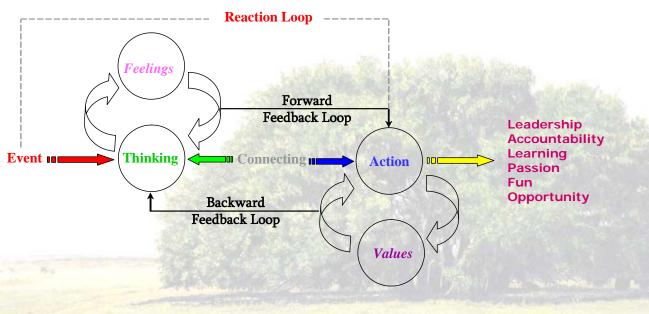




#### Think-tion<sup>TM</sup>

#### **Integrating Thinking to Actions**

Part 2



Dale S. Deardorff

In2:InThinking Network 2008 Forum April 17<sup>th</sup> 2008



### Overview



- Introduction
- Background
- Traditional Thinking
- Think-tion™ Process Flow
- Event
- Thinking
- Feelings

- Connecting
- Forward Feedback Loop
- Backward Feedback Loop
- Reaction Loop
- Action
- Values
- Conclusion



## Background



- Why is *Think-tion*<sup>TM</sup> necessary..??
- Traditional Thinking is all about analysis and judgment
- We recognize standard situations and apply standard answers
- You can analyze the past but you must design the future
- In the end..... "Human **Thinking**".... is the most important resource we have



#### Introduction



- The "System of **Thinking**" is *Intersubjective* creating dynamic patterns of the exterior world around us
- Life is too complex and changing to conform to a single
   Thinking formula
- We must develop generations of **Thinking** Practitioners
- Information's Value is determined by the mental models and paradigms of the "Listener" (You!)



#### Introduction



- Emotions give relevance to our **Thinking**
- We fit that **Thinking** to our needs and the Context of the Moment
- When we use *Think-tion*<sup>™</sup> the "**Thinking** Route" is determined by validated Emotions and **Values**
- A composite Cognitive Process (Jambalaya)
- We react emotionally to Values
- Your Thinking Process should include a classification of both



## **Brain History**

• If our distant ancestors sat still for 8 hrs straight...or 8 min. they usually became "Lunch" for something (Survival)



- Our Brains developed while we walked about 12 miles a day, seven days a week For several million years (Protection)
- Brains for Men and Woman are "wired" differently (Everyone needs a feeling of *Belonging*)
- What needs to be made equal is the "Value" placed upon these differences (embrace the *Diversity* of everyone's **Thinking**)
- A Generalized **Thinking** style can perceive the whole scene not just the task at hand

# **Emotional Dynamics**



- *Emotional Dynamics* determine your Emotional Capacity & mirror the behaviors of Emotional Intelligence
- *Emotional Intelligence* can facilitate Change and Social Adaption at the individual level
- *Emotional Capacity* can facilitate Radical Change analogous to a Paradigm Shift (Discontinuous Change)



# **Emotional Dynamics**

• *Emotional Dynamics* are defined as:



- The Social Intelligence that involves the ability to monitor one's own and other's Feelings and Emotions
- Requires discrimination between Emotion and Feelings to guide one's Thinking and Action
- Empathy represents a control attribute of *Emotional Intelligence*
- It is a person's ability to understand someone else's Feelings by projecting a sense of *Honesty*, *Fairness*, *Justice* and *Respect*



# Change



- Individuals seek to develop a meaningful framework to understand the nature of the proposed "*Change*"
- "Deep Change" can trigger a strong "*Emotional*" response which effects how the change is cognitively construed, as well as the nature of ensuing Actions
- These Actions can be viewed by others as:

Being Resigned
Passive Acceptance

Enthusiastic Endorsement



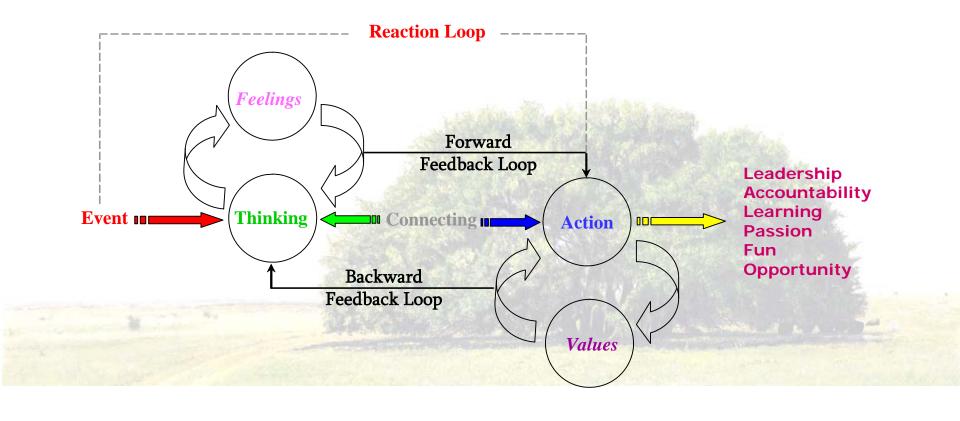
# Learning

• Learning provides a **Feedback Loop** from the outcomes of **Actions** to revise the belief system capturing interconnections of "*Know-How*" and "*Know-Why*"



- The desire to minimize "*Uncomfortable*" feelings and maximize positive ones affects information processing
  - Single Loop Learning occurs when a change is made to the Behavior (Actions)
  - *Double Loop Learning* occurs when the error is corrected by changing the underlying assumptions which activates emotions
  - *Triple Loop Learning* occurs when we "Reflect on how to Learn" or "Learn how to Learn" (Double Loop about Double Loop)

#### Think-tion<sup>TM</sup> Model







#### **Event**



- An "Event" is a trigger to create the Situation
- Situations can be *Good....*or *Bad....*or *Neutral*
- It starts the *Think-tion*<sup>TM</sup> process.....
- Definition # 1: The fundamental entity of observed physical reality represented by a point designated by three coordinates of place and one of time in the space-time continuum postulated by the theory of relativity
- Operational Definition # 2: "Something that happens"





#### **Event**



- The Situation is based upon your *Perception* for how you define or Interpret the **Event** (Red or Green??)
- A Mental event can be a particular occurrence of something going on in the *Mind* (happens in the brain!)
- It can be a thought, a dream, a feeling, a realization, or any other Mental Activity
- Can be Predictable (*Anticipated*) or Unpredictable (*Chaos*)
- An Unpredictable Event is usually an unfavorable event, because people tend not to plan an unfavorable Event





## Thinking



• Operational Definition: the **Action** of using one's mind to produce thoughts

• *Think-tion*<sup>TM</sup> **Thinking**:

A-Quadrant = Strategic Thinking

B-Quadrant = Planning **Thinking** 

C-Quadrant = Feeling Thinking

D-Quadrant = Innovative **Thinking** 





# Strategic Thinking Descriptors



- Quantitative
  - Problem Solver
- Challenging
- Intellectual

• Objective

Rational

Critical

Technical

Direct

Factual

- Mathematical Logical

Rigorous

- Definitive
- Realistic

Analytical





# **Planning** Thinking Descriptors



• Practical

- Structured
- Articulate

- Sequential
- Industrious
- Procedural
- Administrative Disciplined
- Persistent

- Controlled
- Planner

Punctual

- Safekeeping
- Organized
- Dominant





# Feeling Thinking Descriptors



- Passionate
- Spiritual

Emotional

- Responsive
- Trusting

Friendly

Musical

- Enthusiastic
- Intuitive

Receptive

- Harmonizing Helpful

- Cooperative
- Empathetic
- Interpersonal
- Expressive





# Innovative Thinking Descriptors



- Exploratory
- Artistic
- Open Minded
   Synthesizer

• Holistic

- Imaginative
- Curious

• Intuitive

Flexible

Integrating

- Conceptual
- Creative

Simultaneous

- Spontaneous
- Risk Taker
- Adventurous







- May be considered non-rational aspects of Thinking
- Establish a belief structure based upon the *Positive* and *Negative* quality of one's awareness
- The *Undifferentiated* background of one's awareness considered apart from any identifiable sensation, perception, or thought...?
- Will allow "**Dialog**" to create a conversation for sharing and clarification of *Paradigms*, *Mental Models*, *Assumptions* and *Inferences*







- Openly sharing will provide a legitimate way to bring "Feelings" into a formal and defined open channel
- Prevents them from "Lurking" in the background
- A "Traditional" view is that Feelings muck things up that they should be detached and that a good **Thinker** is only "*Objective*"
- They are a necessary part of our operation of the Brain not an *Intrusion*!
- Feelings can shift very quickly and can change Perceptions





- Gives you an opportunity to express how you Feel, your *Emotions* and *Intuition* without the feed to explain or justify their existence
- These can vary from Culture-to-Culture....In Japan Feelings are expressed in a very low key way...... "I must Think about it"
- In the U.S. we are generally more robust about Feelings and expressing them
- If people think that they must "Validate" their Feelings then the only feelings expressed will the ones that can be validated (No Gut Feel or Intuition)





• Must be made "*Clear*" or they may be applied in a response that contains confusion – requires "*Intelligent* Feelings"

I "Feel" that .....has potential
That .....is very interesting
The .....is very unusual

• Must ask for the "Feelings" or they will not be openly shared

What do we Feel about our Thinking? Are we happy with the outcome? Did we do a good job?







- May be a "Range of Feelings" which are nebulous
- You must peal the onion by asking "WHY" for clarification

I am Neutral
I am Undecided
I am Confused
I am Doubtful
I am Mixed

Does not require a Justification

• When we talk about "My Gut Feel" or my "Sense" this is an official expression of Feelings





### Connecting



- Means to "Become Joined".....
- To "Link Together" logically related elements in order to draw a logical conclusion
- Complex systems have Non-linerarity where connections may be strong or *Bifurcated* to establish a path of stability
- Can facilitate "Collaborative Connections" among different people when used as a group or "Community of Practice"





## Connecting



- Creates a tightly joined, *Purposeful Flow* not a "Serendipitous Topology"
- Effective in a system of dynamic "Information Flow" creating an Intelligent Socio-cognitive Network
- Joins and bonds together a "Synthetic" and "Continuously" morphing Thinking-to-Action environment
- The Self-organizing Quality of the Connection not the number of Connections is what is important
- Flows into and out of Thinking-to-Action Model nodes





## Connecting



- Connections need to be partnered with "Quality Information" to have real Value
- Connectivity is based upon "*Interactivity*" (responsiveness) assuring cognitive accessibility
- Input (Thinking) and Output (Actions) are separated by a duration of time – but Connections can be instantaneous if the Think-tion™ process is used
- The process of Re-Connecting is made *Easy*!





#### Action



- A thing done which involves an intention, a goal and a movement guided by an "Agent" (You)
- The most vigorous, productive, or exciting activity in a particular field, area, or group but not something that just "Happens"...like
- "Catching a Cold" is not an Action "Tapping your fingers"?? (Probably somewhere in the middle)
- Deciding to do something may be considered a Mental Action or an Action based upon a Result
- So what about *Believing* or *Intending to do Something*??





#### Action



- Is **Thinking** an **Action**....some believe so but not for the *Think-tion*<sup>TM</sup> theory and **Us**!
- There is a Relationship between **Actions** and their *Result*
- Actions are Intentional (willful) movements caused by "You"
- Action Theory (D. Davidson) proposes that "Desire and Belief" jointly cause the Action and employ the "Language of Causality"
- Complex Actions involve several steps to accomplish
- Humans vary their **Actions** according to *Social Contexts*..... and also the perceived effect on others



#### Action



- Connected to behavior in the **Actual World** and the **Future World** we *Imagine*, *Predict* or *Anticipate*
- If the **Thinking** has not been accomplished to your cognitive satisfaction for the Logic required...... then the **Action** loop will not be engaged (this does not make sense!)
- The *Think-tion*™ Process will seem confused or broken (I can not seem to make a decision....)
- Requires cognitive alignment of your Needs and Wants to the Norms and Values (Creates a Cognitive Paradox)





## Leadership Action



- Inspiring and Motivating others by cultivating an environment that brings out the *Best*!
- Demonstration of skill and character to establish competence and character by helping set functional behaviors
- Establish *Objectives & Goals* based upon Authority consistent with realizing a **Vision**
- Generation of *Higher Productivity*, *Lower Costs*, *Better Quality* by focusing a commitment to Results allowing others to Grow
- Others to willingly "Follow" to implement a consistent structure that can make a difference thru Constructive Change



### Accountability Action



- Answerability for examination of **Excuses**, **Justifications**, **Rationalizations**, **Apologies** and other forms of "*Account Giving*" behavior
- Liability for Decisions based upon Moral Universalism
- Acknowledgement and Assumption of Responsibility for Actions
- Communication thru *Lessens Learned* and *Best Practices* establishing consistency in messages
- Partnership responsibility for the use of *Resources*, *Funding*, *Training* and *Process Simplification*





## Learning Action



- Embrace the Experience to *See*, *Listen*, *Taste*, *Touch* allowing True Organic Learning Model (Interconnected)
- Increase flow of **Knowledge** by changing the relationship between certain neurons in the brain stimulating synaptic modification of previous *Thoughts*, *Actions*, *Behaviors*, *Paradigms*, *Mental Models* (Habituation, Conditioning)
- Enhance levels of "Cognitive Mastery" associated with *Attitudes*, *Concepts*, *Reasoning & Problem Solving* in Learning Domains
- Continue growth in the acquisition and development of
   *Memories* and *Behaviors* increasing knowledge carrying capacity
   across Learning Boundaries



#### Passion Action



- A Feeling of "Unusual Excitement" or Enthusiasm about a subject, object or goal
- An "Emotional" response to *Performance* or *Purpose*
- A "Gift of Spirit" based upon the power to *Live & Communicate* with **Unbounded Energy**
- Pursues "What Can Be", "What Should Be".... "What Will Be"
- Best of all....You can not "Fake It"....it's Authentic and Sincere





#### Fun Action



- Expenditure of Time in a manner designed for *Therapeutic Refreshment*, *Pleasure* and *Enjoyment*
- Development of "Motor Skills" designed for behaving Playfully!
- Contributes to "Life Satisfaction".... "Quality of Life" and "Health & Wellness"
- Essential to the Longevity of Human Beings counteracting Stress
- Could be Athletic Fun, Adventurous Fun, Exploring Fun....
- Fun is commonly defined as a Frivolous and non-serious activity unless Structured and Goal oriented which is often a "Game"



## Opportunity Action



- Establish personal *Connections*, *Interconnections* and continue *Relationships*
- Create Inclusive environments that embrace Immutable Traits
- Explore Emergent technologies that can fulfill *Needs*, *Wants* or *Demand Trends*
- Creates a New, Different or Improved solution to Issues or Problems
- Opens Divergent Thinking possibilities outside of the established comfort zones







- Every *Decision* we make involves Values
- Values are based upon Assumptions and impact all areas of Thinking and Behavior
- They should include the "*Purpose*" of the Team, the Group and/or the Community
- Values are what we internally consider important but we may not consciously be aware of them
- Almost all Thinking and almost all Actions have an important Value component







- Values are the underlying "Triggers" that bring about our emotions
- Sometimes there is a *Paradox* between competing Values (Cost vs. Customer Values)
- Our minds have been programmed/conditioned from an early age to **Think** *Critically* we are not taught to "**Value**" sensitivity
- Business challenges for *Leaders* every day revolve around the constant ability to design and deliver **Value**







- Values can direct and change our *Perceptions* and our *Perceptions* can change our Values
- We determine our Perception and what we see tends to support that Perception We *do not* see things Objectively first
- There are always priorities of Values but these are not constant they may change depending on the *Situation/Circumstances*
- Whenever there is a conflict of Values you should "Design" a way forward (Thinking Forward)







<u>Importance</u>	<u>Values</u>	Description	Classification
A	Must Have	Essential	Critical
В	Like to Have	Strong	Sound
C	Would be nice	Weak	Strong
D	Does not Matter	Neutral	Remote
The second secon			

• Values can be Ranked and Rated to prioritize which ones are Important and Essential to you



# Forward Feedback Loop



- "Feedback Loops" are a mini System Cycle functioning within the *Think-tion*<sup>TM</sup> model
- Feedback Loops are a cycle of *Mindset* or *Paradigm* of the System
- Forward Feedback Loop uses Mental Models, current Paradigms and "*Known-Known's*" to illustrate the conceptual desired Outcomes
- Forward Loop is also based upon Assumptions, Presumptions and Inflows about the Action required



# Forward Feedback Loop



- It is a Self Reinforcing Feedback System
- Forward Feedback Loop establishes a *Non-linear* aspect in a *Linear* approach establishing repeatable patterns
- Creates a source of *Growth*, *Explosion*, *Erosion* & *Collapse*
- Can "*Trigger*" **Chaos** and be unpredictable within bounded behavior
- Creates "Shared Social Agreements" (Norms)



# Forward Feedback Loop

- The Theory of "Prospective Rationality" would say its based upon your **Belief Structures** and your **Desires** being satisfied
- Based upon the *Norms & Customs* of everyday interactions between people based upon "Common Sense" at the moment
- Creates and Interconnects various process's as a catalyst to create *Ideas*, *Information* and *Meaning*
- May automatically join different cognitive domains to establish context (*Right* and *Left Brain*)

Not a "Bad Thing" – focused Thinking about our Thinking

## Reaction Loop



- Its an "Emergency Response Mechanism"
- Little or "No learning" occurs and little or "No insight" is needed
- Very important for **Policies & Procedures** that must be replicated constantly by everyone
- Includes "Beliefs" about Actions required
- May be *Instinctual* or *Immediate* Reaction without perceived
   Thinking about the desired Actions



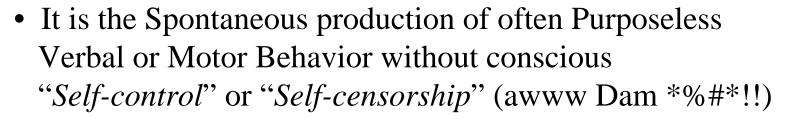
## Reaction Loop



- Human reaction time to visual stimulus is typically "150-300 milliseconds"
- Its already "Built-in" or "Pre-learned" (Nocieptive Stimulus)
- Where does "Free Will" fit into this for me??
- When the **Reaction** is "desirable" the **Action** is acceptable When the **Reaction** is "not desirable" the **Action** is modified accordingly
- Can seem *Involuntary & Immediate* (Reflex Arc)



#### Reaction Loop





- Hypoglycemia usually leads quickly to unconsciousness but as the blood glucose levels fall, a window of experience between sanity and coma occurs where **Self-control** is lost and your "*Body*" behaves on its own
- Reactions can "Catalyze" another reaction in a functional network where structures are interconnected (Domino Effect)
- *Autopoisis* How could that happen??



# **\_\_\_\_**

# Backward Feedback Loop



- Backward Feedback Loop helps to maintain stability in a system and can update the rules of the culture
- Self correcting feedback under different conditions or impacts to update or create new System goals
- Adjusts for System *Limitations, Reframing, Expansions* or Strains
- It is a Outflow "Correcting" loop in spite of external changes.
- It is related to "Homeostasis" as a structured Information Flow



# **\_\_\_\_**

# Backward Feedback Loop



- Can be created by a "Paradigm Shift" leading to "Discontinuous" or Radical Change
- Creates a *Free*, *Full* unbiased flow of information back into *Think-tion*<sup>TM</sup> cognitive process
- Includes "Memory Reaction" for Actions that are driven by previous patterns of **Behavior**
- The Backward Feedback Loop References back into the: "But...it has always been done that way in the past"



# **\_\_\_\_**

# Backward Feedback Loop

- Takes into account the *Reactions* of other individuals such as adjusting for "ooops I did not mean for that to happen"
- Self reinforced by visual "Abstraction" or "Inference" based upon Tribal Knowledge (check against being Autopoetic)
- Contains formation of Mental Images that balance "Conflict" and Value Structure in Social Systems creating a Powerful Energy Flow (implied that were doing it over again)
- Not a **Bad Thing** Focused Re-**Thinking** about our **Thinking**



#### Think-tion™ Matrix

• It provides a way to externalize our **Thinking** and levels the playing field for all "cognitive quadrants" showing equal strengths available to everyone



- The "Matrix" provides two different fits to your Thinking in a simple Framework provided to Map your Values
- Allows a systemic Approach to exploration that is Subjective because it refers to the **Future State** (*which is uncertain*)
- You can not review all Value/Action possibilities at the same time
- Once the framework has been initialized it can become a "*Positive Habit*" to look for Values in any situation

#### Think-tion™ Matrix

- Allows you to Focus your **Thinking** Attention into powerful simple **Actions**
- Complexity requires multiple runs thru the matrix
- Additional Actions could be identified for:

Human <mark>itarian</mark>	<b>Value/Actions</b>
Purpose	Value/Actions
Environmental	Value/Actions
Perception	Value/Actions
Trust	<b>Value/Actions</b>
Simplicity	Value/Actions



#### Quick Reference Matrix

	Leadership	Acountability	Learning	Passion	Fun	Opportunity
Strategy	What Change must occur to allow new Leadership	What Change must occur to allow new Accountability	What Change must occur to allow new Learning	What Change must occur to allow new Passions	What Change must occur to allow new Fun & Amusement	What Change must occur to allow new Opportunities
Planning	What Plans need to be developed for Leadership	What Plans need to be developed for Accountability	What Plans need to be developed for Learning	What Plans need to be developed for Passions	What Plans need to be developed for Fun & Amusement	What Plans need to be developed for Opportunities
Feelings	What Sensitivity needs to be considered for Leadership	What Sensitivity needs to be considered for Accountability	What Sensitivity needs to be considered for Learning	What Sensitivity needs to be considered for Passions	What Sensitivity needs to be considered for Fun & Amusement	What Sensitivity needs to be considered for Opportunities
Innovation	What new Ideas can provide us Leadership	What new Ideas can provide us Accountability	What new Ideas can provide us Learning	What new Ideas can provide us Passions	What new Ideas can provide Fun & Amusement	What new Ideas can provide us Opportunities

24 Possible combinations of **Thinking-To-Action**Purpose Statements



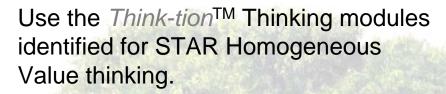
# Think-tion™ Birthday Party Exercise





Exercise

Spend 15 min and design a Birthday Party for a In2InThinking member.

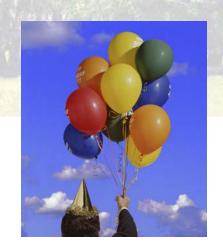


Be prepared to out brief your "Key" ideas to the group.









# Summary



- **Thinking** is a full contact sport requiring *Think-tion* $^{TM}$ ..!!
- STAR Thinking creates a full "Color" robust Process that is:

Dynamic ---Diverse---Different---Directed

• The combination of the two allows you to ......

Succeed beyond Success

Think beyond Thinking





## Any Questions???

Think-tion<sup>TM</sup> can create a "Thinking Space" where you can establish a Thinking-to-Action Network

Lets go try them!

