

# Facilitator CHIPS



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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*Facilitation Services Available:*

- Process Improvement
- Team Building
- Change Management
- Strategic Planning
- Customer Focus and Assessment
- Baldrige Quality Award Criteria for Performance Excellence
- Valuing Differences
- Problem Solving, Decision Making, and Consensus Building Tools
- 360° Feedback Instruments
- Problem Identification and Clarity
- Reengineering
- Integrated Organizational Renewal
- Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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## We're From This Town, and You're NOT! Recognize and Value the Difference

Our chances of meeting someone from Russia are far greater today than five years ago. As job opportunities expand and more employees travel overseas, we are more likely to work with people who are very different from us.

We are creatures of habit, we like familiarity. When someone we don't know walks into the room, our reaction is to mentally note how much we have in common with that person, how much they look and act like us. If we perceive we have similarities in personality and style, we are more willing to meet that person. If we perceive they are too different from us, we start to feel uncomfortable or threatened, and then we are less likely to want to get to know that person or to work with them.

Our society offers many resources for valuing differences in people: reading books; training sessions; or attending conferences on "How to Get Along." Our responsibility to ourselves is to take the initiative to get to know that person. Instead of seeing ourselves as good and the other person as flawed, we must let go of our insistence that other people see life and behave the same way we do. Our best resource is to talk to that person and spend time with them. As we begin to know their personality, culture or style, we gain an appreciation for who they are.

Modern technology continues to bring people from China and Russia to East Tennessee. This is a wonderful opportunity to meet people we may not have met otherwise. We become better people and employees when we are willing to meet new people and appreciate their differences.

It is a good thing that everyone is not from this town.

**It's comforting to know we are similar but  
understanding our differences is exciting!**