

Do Something Different
**Managing Work
Relationships**
Programme

Theoretical background to the programme

Being successful and engaged at work depends on the quality of relationships between people. On a daily basis people have to respond to work challenges, relate to a range of different co-workers and get their work done within and across teams. For this they need good communication and collaboration skills, emotional intelligence, empathy and the ability to avoid or manage conflict. This means being self-aware, being comfortable with diversity and being a good team player. When work relationships are optimal work gets done more efficiently and the credit is shared, people pull together and feels a greater sense of engagement and enjoyment of work.

Our psychologists have developed a range of micro-behaviours that develop and embed these abilities. This is done through a series of small actions resulting from behavioural prompts. Or one Do at a time.

How the Do Something Different Managing Work Relationships programme works

1. The pillars underlying the programme:

- **SELF-AWARE**
- **COMFORTABLE WITH DIVERSITY**
- **RELISHES HELPING OTHERS SUCCEED**
- **DEALS WITH CONFLICT CONSTRUCTIVELY**
- **TEAMWORK**
- **CONNECTION**
- **EMPATHY**
- **RELATIONSHIP BUILDING**
- **COLLABORATION**

2. Benchmarking and profiling every individual at sign-up

A simple sign-up process on-line takes 10-15 minutes. During this time the individual undertakes behavioural profiling, answers questions relating to their existing work relationship habits and behaviours (below, based on the pillars) and about their general wellbeing. Engaging animations/videos introduce the person to the background behind Do Something Different, informing them about the programme, the theories and how it works.

How often do you

- invite others to give you honest feedback?
- mix with people from a very different background to yourself (age/race/religion)?
- acknowledge other people's contributions to a successful outcome?
- feel yourself getting agitated when faced with a challenging or stressful situation?
- tell people how you really feel when you arrive at work in the morning
- make a real effort to tune into how others are feeling?
- take time to find out what's going on in people's lives around you?
- share your struggle in solving a problem?
- ask a colleague for help?

These questions are answered online using a slider that can be moved from Never to A Lot. (see example screenshot below).

The screenshot shows a web interface for a questionnaire. At the top, there is a blue header with the 'NixonMcInnes' logo and 'Something Different' text. A navigation bar below the header shows steps: Welcome, About You, Behaviours, Habits (current), Wellbeing, and Your D's. The main heading is 'How often do you...?'. Below this, instructions state: 'Move each slider to indicate how often you do the following things. Please be honest, there are no wrong or right answers - just tell us how it is for you.' A green note says 'Not sure how to answer?'. The questionnaire consists of eight items, each with a slider from 'Never' to 'A lot':

- Challenge the status quo in an attempt to make improvements?
- Proactively look for ways to improve yourself?
- Go out of your way to make others feel good?
- Keep your feelings under control when faced with challenging people or situations?
- Expect a positive outcome when faced with a new challenge?
- Make a real effort to tune into how others are feeling?
- Adjust your behaviour depending on who you are with?
- Experience surprise at how you react to certain situations?

At the bottom, there are 'Back' and 'Next' buttons.

3. The unique programme of behavioural prompts (Do's) based on the person's answers to the diagnostic questions

After completing the diagnostic questions each person's unique programme is created by our system. For each habit question, for example, there are three alternative 'Do's' tailored to the different development needs of individuals. These are personalised and delivered over the course of three weeks by email, app and/or text.

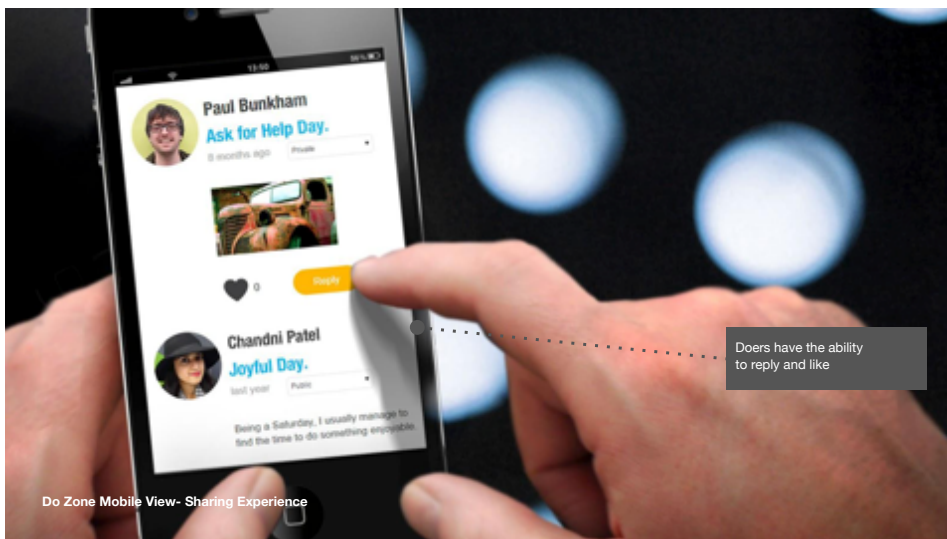
For example:

How often do you:	NEVER	SOMETIMES	A LOT
mix with people from a very different background to yourself (age/race/religion)?	Today go for a coffee with someone you don't normally spend time with, or invite an interesting outsider to lunch.	Research a Role Day. Find out what someone else in the organisation does. Ask questions. How might you benefit each other by working together?	Look for the Good Day. Someone you don't see eye-to-eye with or whose views you dismiss? Talk to them today and find some common ground.

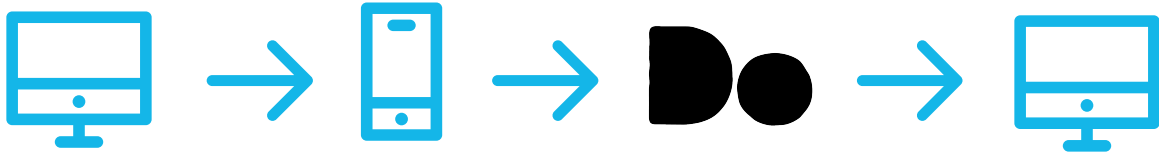
EXPANDERS: Do's are also sent based on the individual's personality profile, targeting where they need to expand their behavioural flexibility.

4. An online sharing area

In the Do Zone the person can see all of their Do's, report on them, leave comments, share and get support from others on the programme.



The simple steps to doing something different



Complete diagnostic
Online so programme
Is tailored to you

Get texts to
help you do
things differently

Share in Do Zone
your experience with
others on your
Programme

Complete diagnostic
again, see what's
changed

Do Something Different was developed by psychologists Professor Ben (C) Fletcher and Professor Karen Pine, whose research shows that most people's everyday behaviours are automatic, driven by habit and context, not by rational decisions. In attempting to understand and resolve the barriers that prevent people changing Do Something Different takes account of the limitations of the human mind revealed by behavioural science. This involves understanding how to influence people's automatic choices and break habits to produce beneficial outcomes, both for the individual and for society generally.

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