

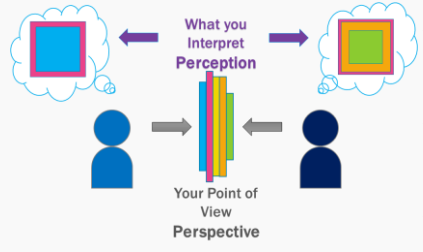
Perception vs. Perspective

You Didn't Hear What I Said I Meant

Abstract

A discussion of how we communicate with individuals through the dynamic meaning of our dialog. Learn how the connotation of words becomes distorted through personal filters of each person's perception and perspective. As we communicate, the unintentional bias of each person changes their perspective of the dialog and ultimately changes the perception of the conversation. We will discuss how to recognize and objectively assess a situation to identify the common bias that will help guide positive discussions with the intended message and results. We will learn to leverage diversity through interactive learning and develop tools that can be applied for success.

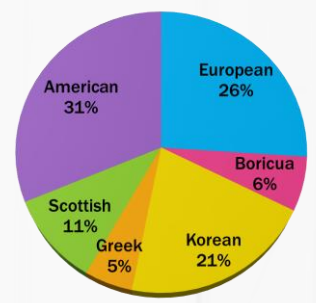
Perspective vs Perception



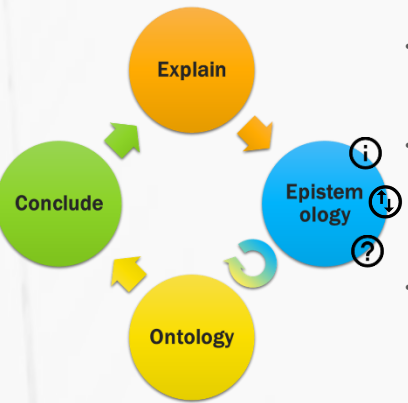
- Perspective is a point of view, perception is what you interpret (Nahir, 2013).
- Perspective: A particular attitude towards or way of regarding something, it's a point of view. The true understanding of the relative importance of things, it's a sense of proportion. We must keep a sense of perspective about things we do.
- Perception: A way of regarding, understanding, or interpreting something, it's a mental impression. We need to challenge many popular perceptions of old age. It's an intuitive understanding and an insight.
- We break our perceptions to make our perspectives. Until Perspectives are changed, Perception IS reality.

Filters We Apply

- The superficial and engrained behaviors that drive our perception and perspective
- **Cognitive Bias:** mistake in reasoning, evaluating, remembering, or other cognitive process
 - Caused by holding onto one's preferences and beliefs regardless of contrary information.
 - Cognitive Bias Codex: [https://commons.wikimedia.org/wiki/File:The_Cognitive_Bias_Codex_-_180%2B_biases_designed_by_John_Manooogian_III_\(jm3\).png](https://commons.wikimedia.org/wiki/File:The_Cognitive_Bias_Codex_-_180%2B_biases_designed_by_John_Manooogian_III_(jm3).png)
 - 20 Cognitive Bias that Screw up your Decisions: <http://www.businessinsider.com/cognitive-biases-that-affect-decisions-2015-8>
- **Epistemology:** What you think. The reasoning of understanding.
 - The community, personal culture, and work culture that influence the characteristics that comprise our beliefs and how we interact, like pieces of pie.
- **Ontology:** What you believe. The emotional engrained certainty
 - The beliefs that we hold as unwavering fact that create our character; developed from epistemological influences.



Overcoming Bias



- Whether cultural, cognitive, or confirmation; awareness must be in place to recognize the unintentional: Know State - Know Self - Know Others
- **Know State (Emotional):** Emotional Intelligence
 - 11 Signs You Lack EI: <https://www.linkedin.com/pulse/telltale-signs-you-lack-emotional-intelligence-dr-travis-bradberry>
- **Know Self (Philosophical):** DiSC | Dominance - Influence - Steadiness - Conscientiousness
 - A self assessment to better understand you general behaviors and how to leverage information to work better with others. <https://discprofile.com/what-is-disc/>
 - My DiSC Letter: _____
- **Know Others (Intentional):** Appreciative Inquiry Model
 - The process: Explain, Rephrase to clarify; Epistemology, Ask a question to understand the Detail, Alternate, or Why; Ontology, Refine your question, compare for clarity, or get more understanding; Conclude, Reiterate process and work toward consensus.
 - Be Genuine. Ask questions about THEIR perspective. Listen to understand, not to respond. Recognizing Perspectives and adjusting Perceptions. Reach consensus.


Conclusion

- **Recognize Global Cultures.** Just because you are not traveling around the globe does not mean that diversity of the world is not coming to where you live and work. Be cognizant of others... respectful... and accepting.
- **Question your own biases.** Perform an Appreciative Inquiry on yourself to better understand the source of your opinion... just do not do it out loud in front of other people. If you don't think you have any bias, congratulations... that's your first bias.
- **Practice Inclusion.** Whether it is introverts, language barriers, cultural differences, or even workplace diversity; remember to always be inclusive to constantly build the relationships, so that soon everyone's unique perspective has a shared perception.

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Biography - Dr. Lewis is a leading designer for information system solutions to promote organizational communication. He has published a paper on designing organizations to limit the impact of horizontal and vertical communication boundaries. Tim has been an avid member of the aviation community since obtaining his Airframe and Powerplant license from Purdue University in 1997. He began his professional career in St Louis working for The Boeing Company writing technical publications for the F-15, F-18, Apache and several additional military assets. In his spare time he volunteered for the Collings Foundation, a non-profit dedicated to keeping our aviation history flying. The culmination of experiences led him to Philadelphia in 2002 supporting the V-22 Osprey tilt-rotor program and then later to Ft. Walton Beach in 2005 developing the sustainment program's communication infrastructure for Air Force's Special Operations Command CV-22 Osprey program. The roles presented challenges working with diverse organizations and individuals to reach a shared understanding and promote the business. In 2010, he obtained his doctorate of management in organizational leadership, which he now applies advising, designing and implementing information system communication solutions. He currently integrates these solution in Huntsville for strategic missile systems, commercial airplane engineering teams, and teams across the enterprise.

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