

reset.



joe gerstandt

illuminating the value of difference



The Power of Inclusion

**There is no
progress
without
deviance.**

-Frank Zappa



RESET™

one

clarity

&

consistency

**What looks like
resistance is
often a lack of
clarity.**

-Switch, Dan and Chip Heath

diversity...



diversity...

→ **difference**



di-ver-si-ty

[dih-vur-si-tee]

noun, plural –ties

1.the state or fact of being diverse; difference; unlikeness.

2.variety; multiformity.

3.a point of difference.

diversity...

→ difference

→ **natural**



diversity...

→ difference

→ natural

→ **takes**

many forms



**time for
some
exercise**



diversity...

→ difference

→ natural

→ takes

many forms

→ relational





diversity...



- difference
- natural
- takes
many forms
- relational
- **disruptive**

↑ **diversity** =
↑ **variance in**
performance

groups with **more** diversity
perform better or worse than
groups with **less** diversity

two

**cognitive
diversity**

identity diversity:

Differences in our social identities.

cognitive diversity:

Differences in how we think and solve problems.

cognitive diversity

The extent to which the group reflects differences in knowledge, including beliefs, preferences and perspectives.

Groups of diverse problem solvers can outperform groups of high-ability problem solvers

Lu Hong^{†‡§} and Scott E. Page[¶]

[†]Michigan Business School and [¶]Complex Systems, University of Michigan, Ann Arbor, MI 48106-1254, and [‡]Department of Finance, Loyola University, Chicago, IL 60611

Edited by William J. Baumol, New York University, New York, NY, and approved September 17, 2004 (received for review May 25, 2004)

We introduce a general framework for modeling functionally diverse problem-solving agents. In this framework, problem-solving agents possess representations of problems and algorithms that they use to locate solutions. We use this framework to establish a result relevant to group composition. We find that when selecting a problem-solving team from a diverse population of intelligent agents, a team of randomly selected agents outperforms a team comprised of the best-performing agents. This result relies on the intuition that, as the initial pool of problem solvers becomes large, the best-performing agents necessarily become similar in the space of problem solvers. Their relatively greater ability is more than offset by their lack of problem-solving diversity.

equal ability, functionally diverse groups outperform homogeneous groups. It has also been shown that functionally diverse groups tend to outperform the best individual agents, provided that agents in the group are nearly as good (1). These results still leave open an important question: Can a functionally diverse group whose members have less ability outperform a group of people with high ability who may themselves be diverse? The main result of our paper addresses exactly this question.

Consider the following scenario: An organization wants to hire people to solve a hard problem. To make a more informed decision, the organization administers a test to 1,000 applicants that is designed to reflect their individual abilities in solving such a problem. Suppose the applicants receive scores ranging from 60% to 90%, so that they are all individually capable. Should the

A diverse society creates problems and opportunities. In the

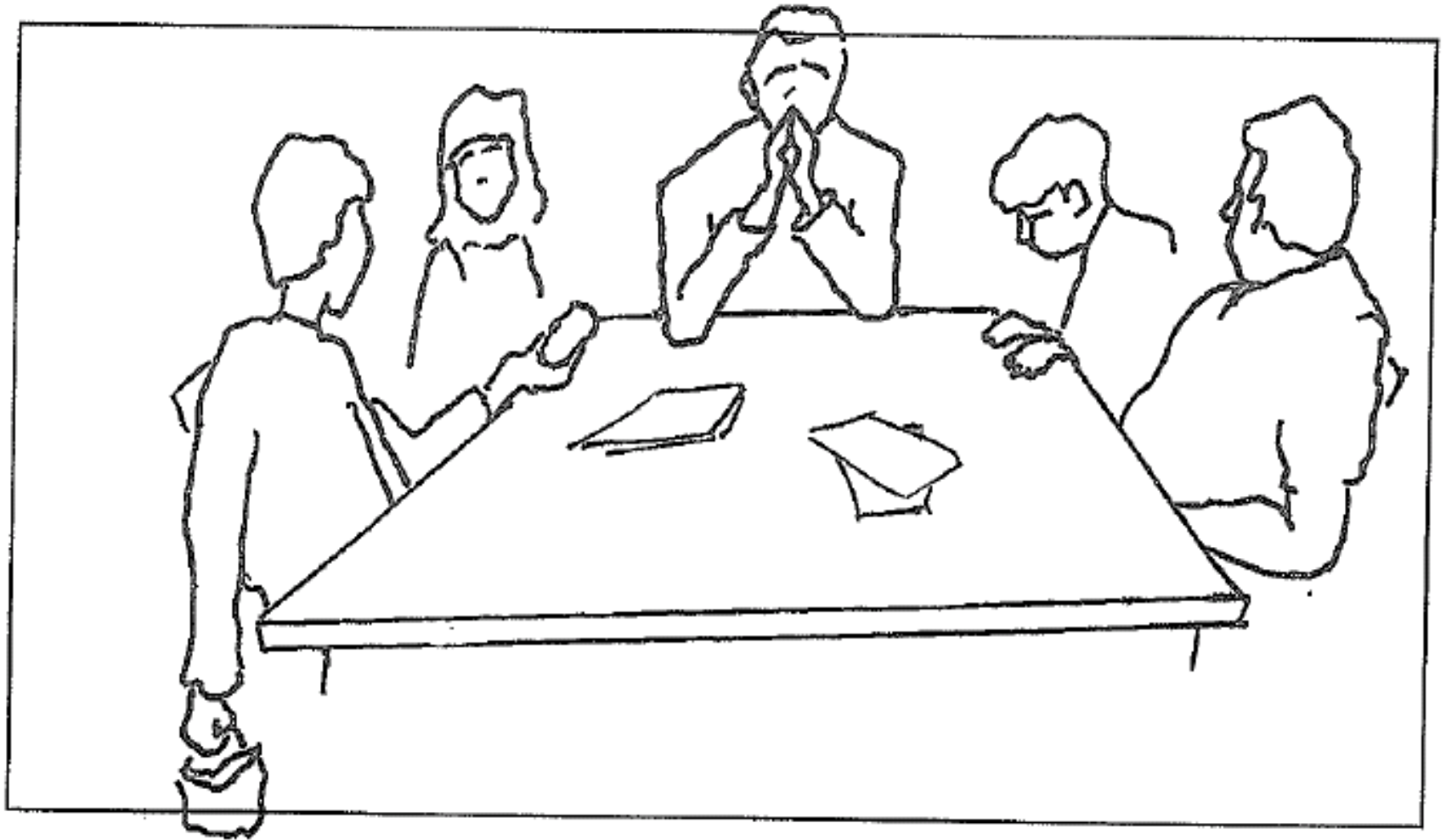
SO...

perspectives are how we see things (problems and opportunities)

heuristics are how we approach or solve them



what do you see?



SO...

perspectives are how we see things (problems and opportunities)

heuristics are how we approach or solve them

**...if you do not
know the answer,
choose “C”**

please add these numbers...

please add these numbers...

$$1 + 2 + 3 + 4 + 5 + 6 + 7 + 8 + 9 + 10 =$$

please add these numbers...

$$1 + 2 + 3 + 4 + 5 + 6 + 7 + 8 + 9 + 10 =$$

55

please add these numbers...

$$1 + 2 + 3 + 4 + 5 + 6 + 7 + 8 + 9 + 10 =$$

55

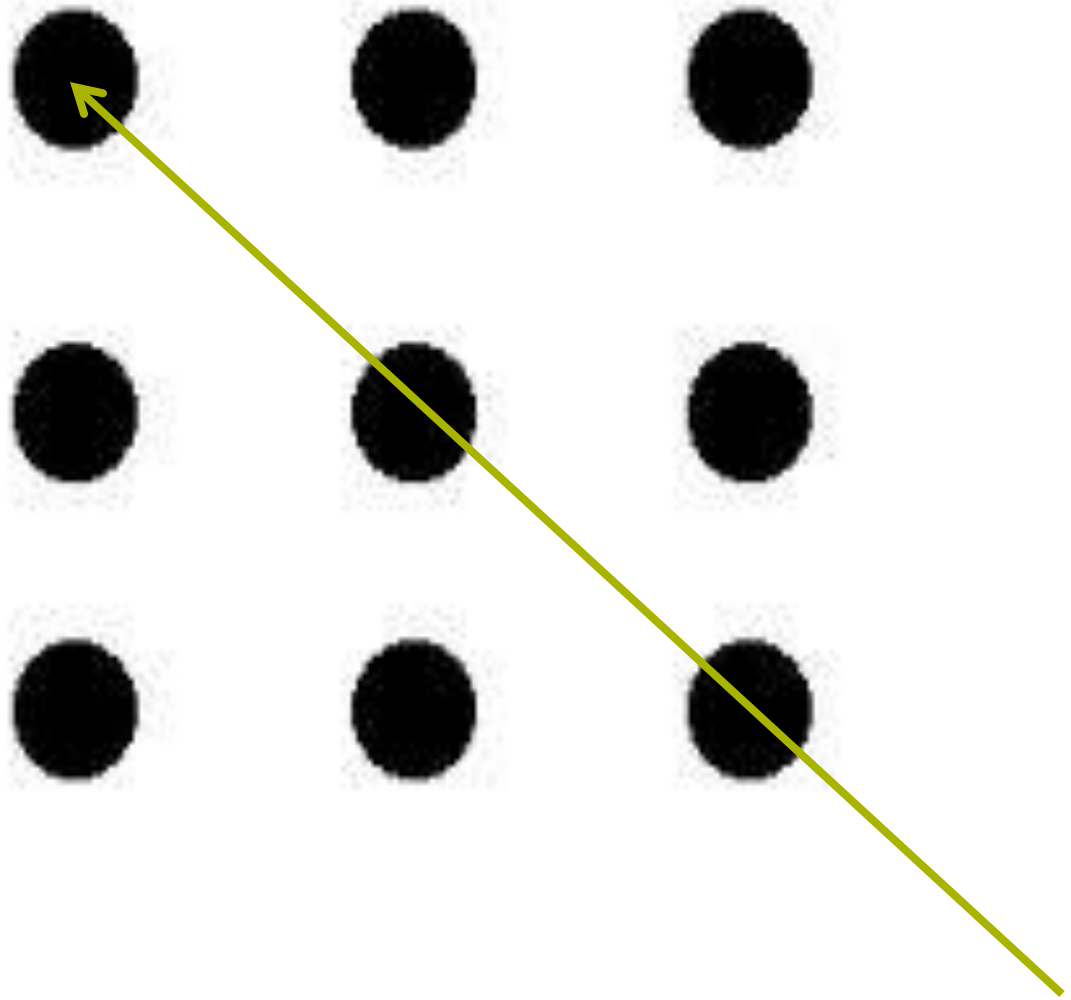
...but how did you do it?

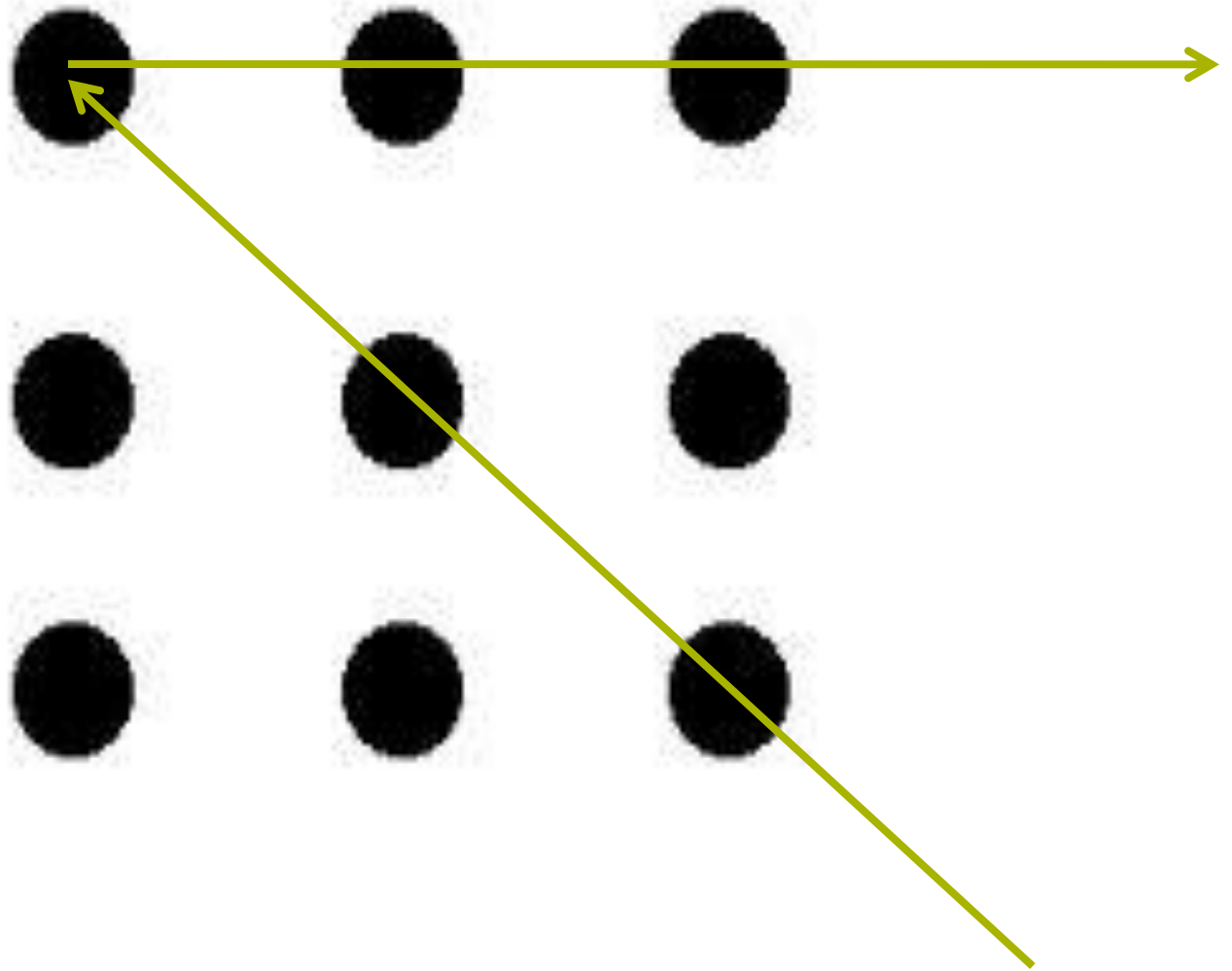
**Draw a 9 dot matrix on a blank
paper ...**

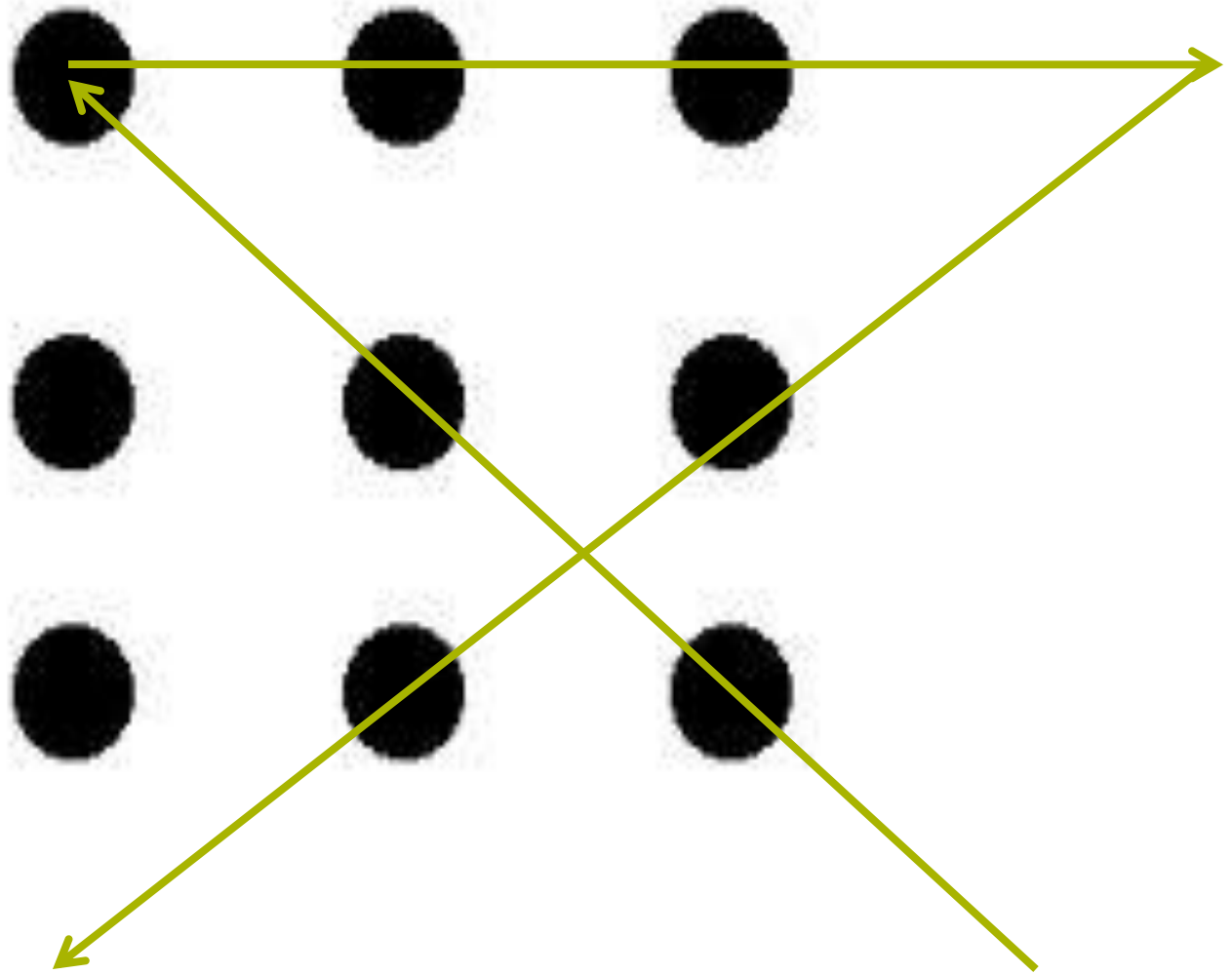


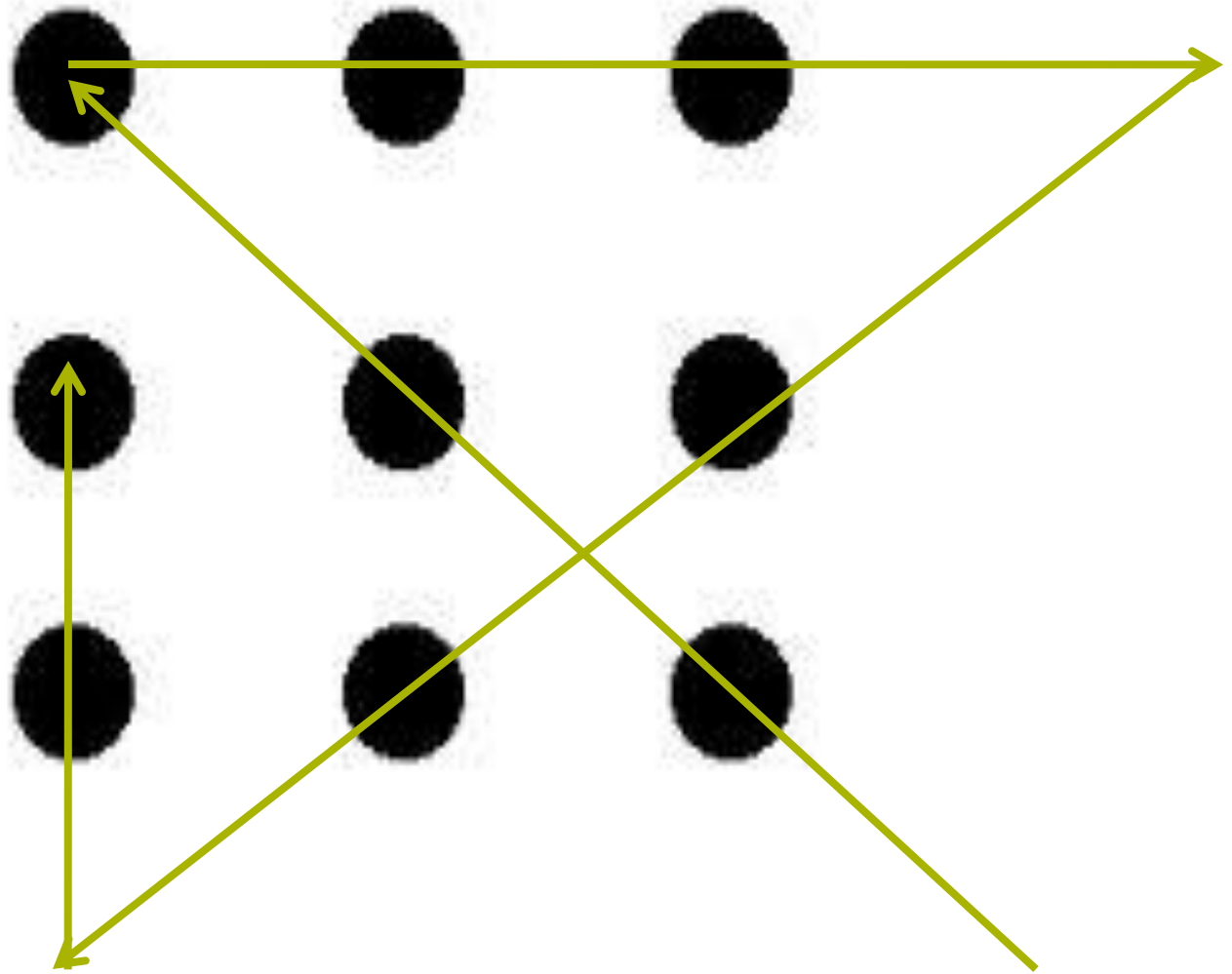
Draw a 9 dot matrix on a blank paper ...

Without lifting your pencil from the paper, draw exactly four straight, connected lines that will go through all nine dots, but through each dot only once.









three

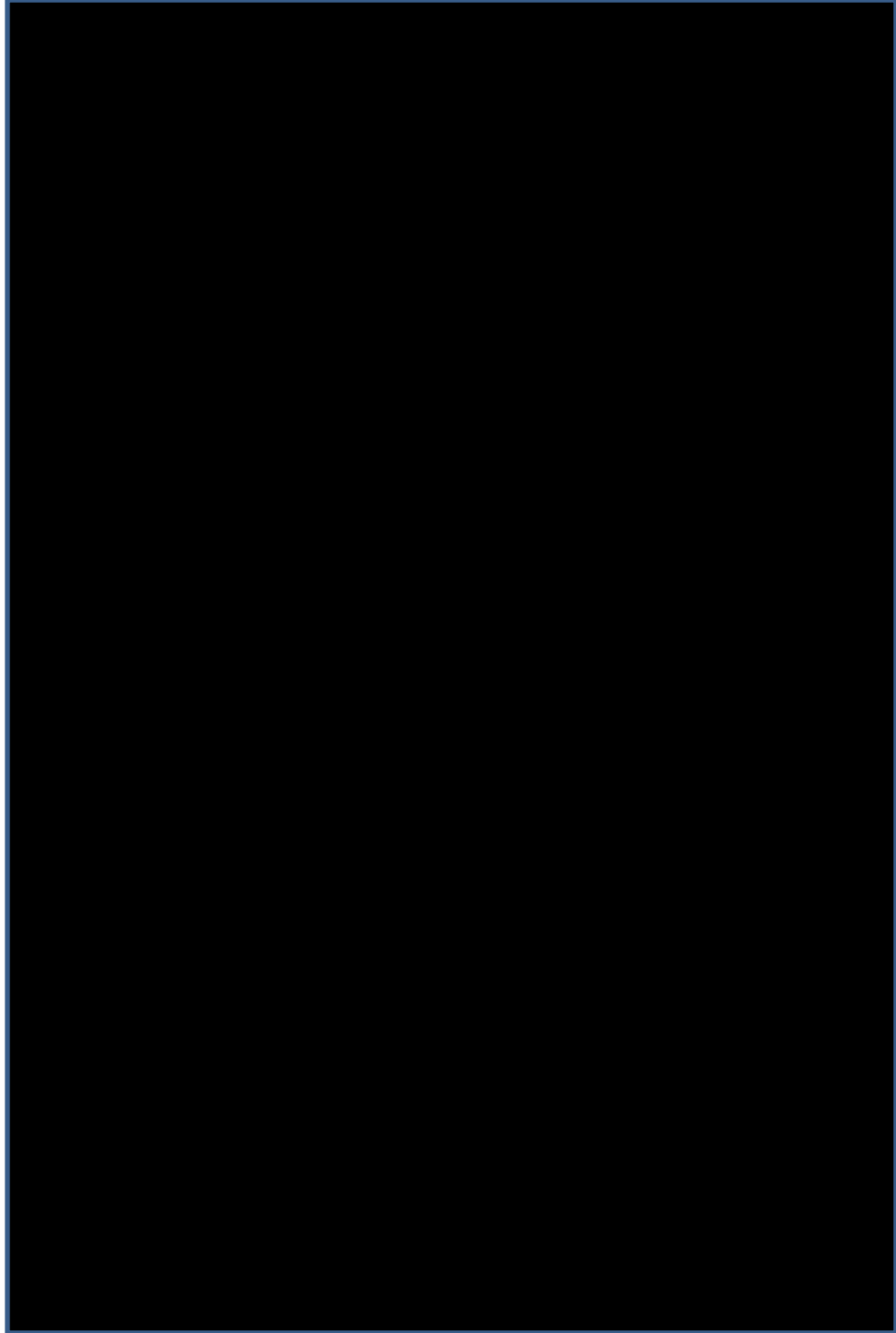
human

being

101

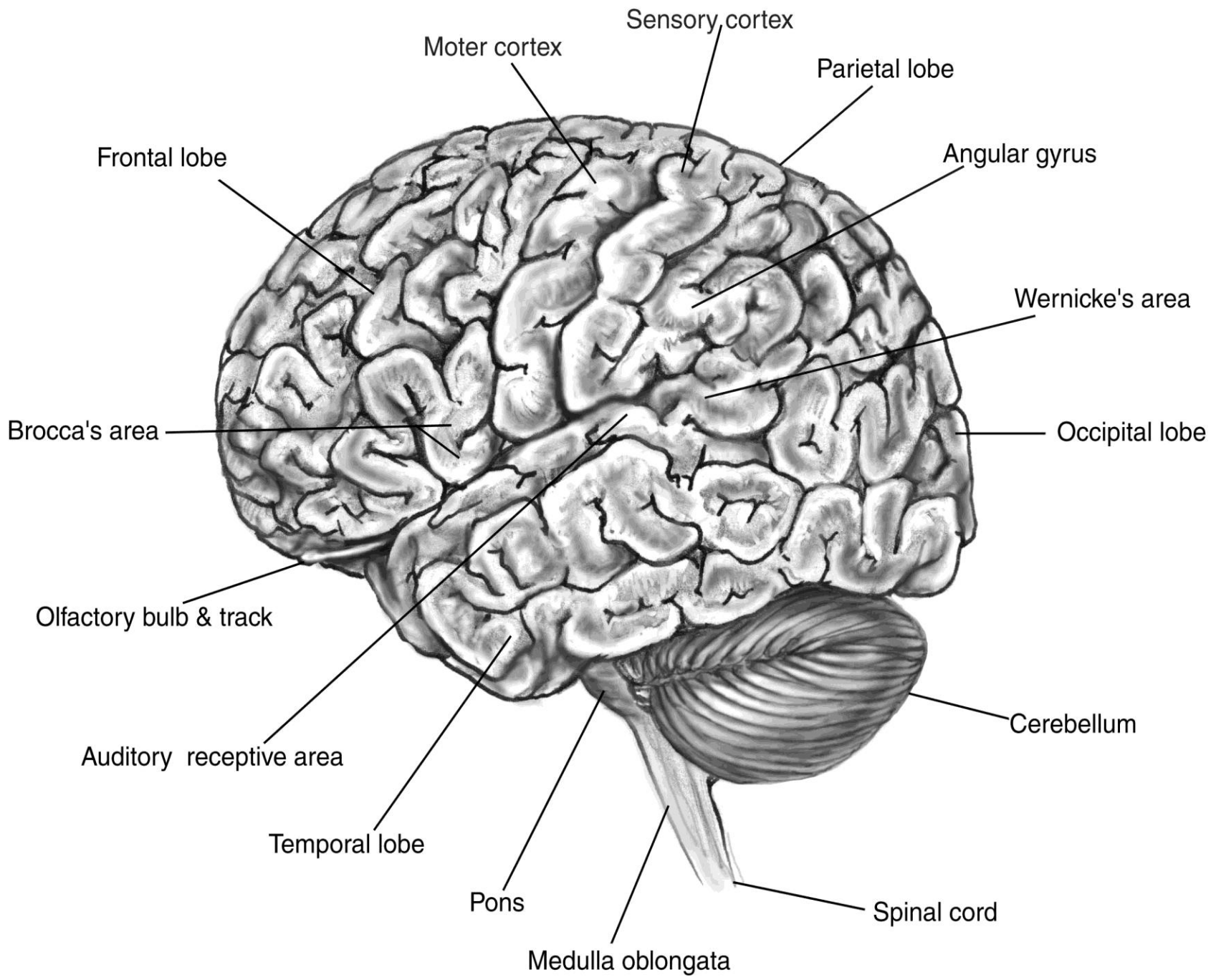














**This work is
not rocket
science. It
is far more
complex
than rocket
science.**

four

new

tools

- **appreciative inquiry**
- **decision acceleration**
- **open space technology**
- **crowdsourcing**
- **social technology**
- **story telling**
- **mediation**
- **conflict resolution**
- **social network analysis**
- **Ignite, unconference formats**

social network analysis

From time to time, people discuss important matters with other people. Looking back over the past six months, who are the people with whom you discussed matters important to you?

social network analysis

Consider the people you communicate with in order to get your work done. Of all the people you have communicated with during the last six months, who has been the most important in helping you to get your work done?

social network analysis

Consider an important project or initiative that you are involved in. Consider the people who would be influential for getting it approved or obtaining the resources you need. Who would you talk to in order to get the support you need?

social network analysis

**Who do you socialize with?
(spending time with people after
work hours, visiting one another
at home, going to social events,
out for meals and so on) Over
the last 6 months, who are the
main people with whom you
have socialized informally?**

- 1. Clarity & Consistency
of Language and Logic**
- 2. Cognitive Diversity**
- 3. Human Being 101**
- 4. New Tools**

- Hunter S. Thompson

**Walk tall, kick ass, love
music, and never
forget you come from a
long line of truth
seekers, lovers, and
warriors.**

thank you!



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www.joegerstandt.com

joe.gerstandt@gmail.com

www.twitter.com/joegerstandt

www.linkedin.com/in/joegerstandt

www.facebook.com/joegerstandt

402.740.7081