



From Incivility to Kindness: A Playshop

GG Greater Good SC Science Center

About the GG Greater Good Science Center



Over 1 million people per month globally seek out the Greater Good.



GG Greater Good SC Science Center

Based at UC Berkeley, the Greater Good Science Center studies the psychology, sociology, and neuroscience of well-being—the "science of a meaningful life"—and teaches skills that foster a thriving, resilient, and compassionate society.







Greater Good Magazine & The Science of Happiness Podcast

Events, Courses, <u>Speaking</u>, <u>Workshops</u>, & <u>Consulting</u>

Let's Deep Dive: Interpersonal Kindness

"Our study has shown that the people who fared the best were the people who leaned into relationships with family, with friends and with community."



(Robert Waldinger, HSAD)





Built for Kindness

- Unbidden empathy & altruism
- Coordinated actions & behaviors
- Innate preference for fairness & reinforcement for generosity
- Prosocial contagion & "Upward Spirals"
- Outsized reward for collaborative wins

(Feldman et. al. 2016)

Biobehavioral synchrony in human attachments





coupling

. Synchronized HR

· HR coordination

. Teams coordinate

joint action

heart rythms during

Interaction

during or following

interactions

during synchronized





synchrony

Endocrine fit

contact

. Coordinated OT

response following

Coordinated cortisol

response to stress

· Coordination of

· OT is released

with friends

. No evidence for

during interactions

OT among lovers

Brain-to-brain synchrony









- Synchronized behavior in gaze. affect, vocal, and · Mother-specific father-specific
- Synchronized nonverbal patterns
- Coordinated self-disclosure + empathy
- . Patterns of social reciprocity
- Coordination of culture-spoific display rules (e.g., eye gaze)
- · Evidence for some coordination during joint action in close proximity
- · OT is implicated in acts of empathy

coupling

· No evidence for coupling

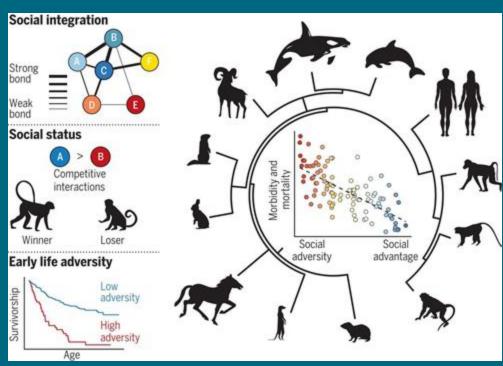
- Coordinated brain oscillations in alpha and gamma rythms.
- . Coordination of Coordination of OT and cortisol brain response in among parents mentalizing
 - network in parents Coordination of gamma oscillations in temporal cortex in lovers
 - Alpha response to behavioral synchrony among teams in social brain
 - Coordination among teams in mirror network
 - Evidence for coordinated activation in mentalizing areas during interaction

Trends in Cognitive Sciences

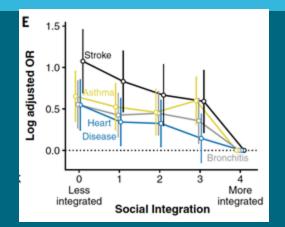


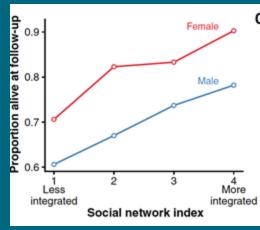


Survival of the Kindest



(Snyder-Mackler et. al., 2020)





"low social integration predicts ~50% increase in all-cause mortality risk in humans"

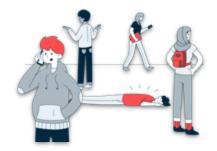




Moving from Incivility to Kindness



Incivility

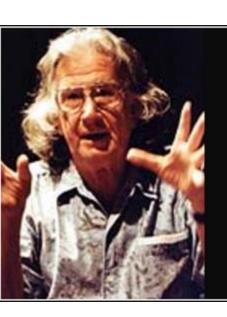


bystanders...

Kindness



Augusto Boal



Theatre is a form of knowledge; it should and can also be a means of transforming society. Theatre can help us build our future, rather than just waiting for it.

— Augusto Boal —

AZ QUOTES

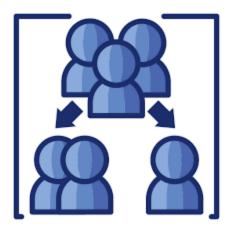
We are all actors: being a citizen is not living in society, it is changing it.

— Augusto Boal —

AZ QUOTES

Games to get ready to act...

Breakout rooms



The Fluid mirror...

- Pairs in breakout rooms
- Spend <u>3 minutes</u> mirroring each other
- Who leads and who follows?
- Let that be fluid!
- Mirror everything:
 - Facial expressions
 - Voice
 - Body language

Forum theater!

Characters:

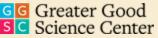
- 1. The uncivil boss
- 2. The target of incivility
- 3. Our Protagonist

Situation:

- A Team Meeting...
- The boss berates the employee in front of their colleagues
- The target tries a bit to defend themselves but is "frozen"
- Our protagonist tries their best help the uncivil boss→ move towards kindness...

The Rules of Forum Theater

- We'll let the skit escalate for 3 minutes...
- BOSS: you're not going to make it easy→ keep it real...
- ANYONE CAN YELL FREEZE! → play the role of Protagonist
- We'll go through 3-4 protagonists until someone genuinely can bring this to a better resolution



Forum theater debrief

What happened?

What were some of the strategies that worked or didn't work?

What does this remind you of in real life?

What are some of your takeaways?

Connecting Kindness ←→ **Success/Profitability**



Why Kind Workplaces Are More Successful



Starting at the top:

Do companies with kind CEOs perform better financially?



Mei FengProfessor of Accounting
University of Pittsburgh

Weili Ge
Professor of Accounting
University of Washington

Prosocial CEOs. Corporate Policies, and Firm Value"

3,548 CEOs

between 1992 and 2018



Do they give time/money to charitable causes?



Analysis of earnings calls:

Do they exhibit less selfcentered speech patterns?



Profitability: ROA
Risk: cost of equity capital
and return volatility





Why Kind Workplaces Are More Successful



Starting at the top:

Do companies with kind CEOs perform better financially?



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RESULTS:



and lower risk, which contributed to stronger long-term performance likely due to their employee-friendly policies, customer satisfaction, and lower risk exposure.

The study found that firms led by prosocial CEOs experienced an average increase of 2.6% in Tobin's Q, a key measure of firm value, compared to firms with non-prosocial CEOs

Prosocial CEOs, Corporate Policies, and Firm Value"



Why Kind Workplaces Are More Successful



Do Prosocial Managers Make a Difference?



Agne Kajackaite Research Fellow University of Milan

Dirk SliwkaFaculty of Management,
Economics and Social
Sciences
University of Cologne

900 firms across various industries + lab experiments with 864 participants

Found that: employees exert more effort under prosocial managers, inspired by their empathy and thoughtful decisions

The findings suggest that prosocial managers enhance efficiency by fostering greater <u>employee</u> <u>engagement</u>.

Connecting Kindness and Success/Profitability

Article



Webinar



Event on Dec. 1st



