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Social Sensitivity

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Three reasons we may find ourselves in sticky interpersonal situations

- designer lenses
- the comfort zone
- absent presence

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Five social “hot buttons”; areas where social sensitivity is required to be successful in modern social settings

- cultural bias
- gender assumptions
- circumstantial conditions
- social labels
- social outrage

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Four practical “repair” solutions for building trust in relationships

- assume the best
- reverse social engineering
- DTMDY
- art of apology



Social Sensitivity

As defined by [researchgate.net](https://www.researchgate.net), Social Sensitivity is ***the personal ability to perceive and understand the feelings and viewpoints of others.***

Why is social sensitivity important in the workplace and specifically when working with a team?



Social Competence

Social competence consists of social, emotional, cognitive and behavioral skills needed for successful social adaptation. Social competence also reflects having an ability to take another's perspective concerning a situation, learn from past experiences, and apply that learning to the changes in social interactions. [Wikipedia](https://en.wikipedia.org/wiki/Social_competence)



In Context of Civility

- Focus is on Social Intelligence which encompasses 3 aspects:

- Social Radar
- Social Style
- Social Knowledge

GOAL is to build social competence to the extent that it fosters respect, trust, and human-kindness.

We do NOT focus on Emotional Intelligence

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Social IQ

- Is the knowledge, cognitive abilities, and affections (e.g. empathy) which enable us to successfully navigate the social world
- Is a complex combination of
 - **Self-awareness** (what are my needs, emotions, style, self-image)
 - **Sensitivity to others** (feelings, cues, responses)

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Social IQ

- **Sensitivity to context** (recognizing and interpreting signals and information from the environment, and making decisions about how to behave that blend, or fit, within that context)
- **Awareness** of the tacit and expressed rules of social engagement in the workplace specifically

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How Does Social IQ Relate to Civility?

Following etiquette rules exemplifies your civil attitude. The “rules” are contextual and situational — because there are so many possible factors and scenarios and because you can never know all the rules all the time, you need to:

- Use your social radar to interpret situations.
- Adopt an attitude of civility.
- Choose to consistently exhibit high personal standards for behavior.

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3 Key Elements of Social IQ

- Social Radar
- Social Knowledge
- Social Style



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1. Social Radar

- The ability to pick up on the elements of a social situation and know how to act accordingly.
- Active listening is a big part of social radar
- Not just what you say, but your body language as well

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2. Social Knowledge

- Social knowledge is quite simply being aware of society's rules and standards, including; social rules, etiquette, cultural competence and appreciation for diversity, unwritten rules and norms, practical knowledge, street smarts, and life skills.
- In addition to formal policies and procedures, all aspects of society are guided by etiquette rules. Every day, people abide by behavior guidelines that they expect others to follow.

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3. Social Style

- The final element of social IQ is *Social Style*
- Put simply, social style encompasses how you typically respond in certain situations and with certain people, personalities or stressors. It also covers how you approach interaction.
- Using *social radar and social knowledge*, one can quickly assess the style and interaction preferences of others and gather insight into a situation and adjust their style to better fit the situation.
- We can determine if someone is extroverted (outward-oriented) or introverted (inward-oriented), and even what workplace social style they are.

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3. Social Style


- Recognizing these different types of social style helps us understand and accept others, and gives us clues for how we can accommodate their unique ways of being.
 - E.G. Knowing that expressive people sometimes make grand gestures, you will understand this is how they naturally are, and that they are thus not trying to annoy you on purpose!
- Also, you can accommodate them: hear their ideas (even if they come with big gestures) and give them acceptance – they will feel acknowledged and thus be more receptive to you and more cooperative when you work together.

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