



Beth Rudy

CONSULTING

BETHRUDYCONSULTING.COM

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Mental Flexibility

Smart & Savvy Skills to Improve Critical Thinking & Problem Solving



WELCOME

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CONSULTING

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TRAINING

Beth is a focused, flexible, and fun trainer who will help you make Smart, Savvy Change. She is certified in The Five Behaviors of a Cohesive Team; Everything DISC; and What Motivates Me.



SPEAKING

Beth is a dynamic speaker who inspires her audiences to make Smart, Savvy Change in their personal and professional lives enabling them to rise to their fullest potential.



COACHING

Whether you're redefining your career or you're an executive who needs someone to walk through difficult, sensitive situations, Beth guides you to Smart, Savvy Change that makes you stronger and more stable.

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Beth Gives Back

SHRM



Maryland State SHRM Council
Speaker
Recertification Provider

IPMA-HR



IPMA-HR Eastern Region Board
IPMA-HR International Speaker
IPMA-HR Western Region Speaker
IPMA-HR Eastern Region Speaker

Charities



BizKidz
Attollo
Lanco Field of Hope

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When you think of
CRITICAL THINKING
what words come to
your mind?

Mental Flexibility is the hallmark of critical thinking.

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Critical Thinking

crit·i·cal think·ing

noun

the objective analysis and evaluation of
an issue in order to form a judgment.

Dictionary.com

Leaders often find it difficult to encourage **critical
thinking** amongst their employees.

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Learning Objectives

1. Understand the Sender/Receiver Model
2. Gain awareness of biases & rigid attitudes
3. Smart, savvy skills to improve critical thinking

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Mental Flexibility

The Ability To

1. Adapt
2. Appreciate other points of view
3. Be open to new possibilities
4. Change your perspective when necessary
5. Learn and grow continuously

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What are business
benefits of **Mental
Flexibility** in HR?

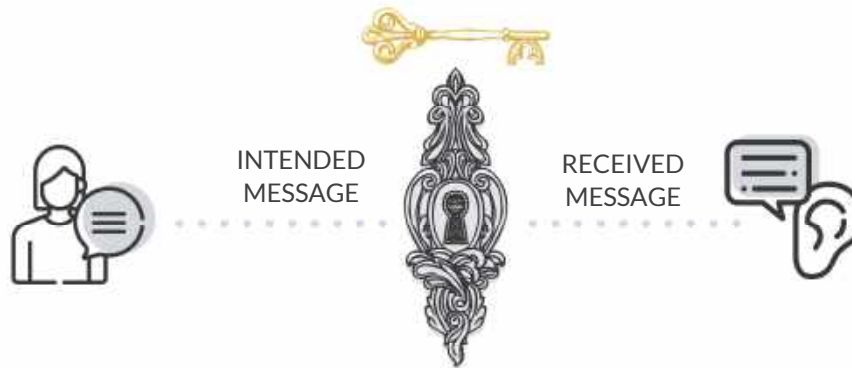
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Benefits of
Mental Flexibility

1. Communicate more effectively
2. Solve more problems
3. Negotiate better deals
4. Influence win/win outcomes
5. Build stronger relationships
6. Make better decisions
7. Take calculated risks
8. Create a more pleasant environment

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The Signals We Send



To solve problems and communicate effectively, we need to send and receive the right message and signals.

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Think about a time
when a message you
sent or received was
MISINTERPRETED.
What was the
outcome?

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My Story

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Up Against a Wall

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Up Against a Wall

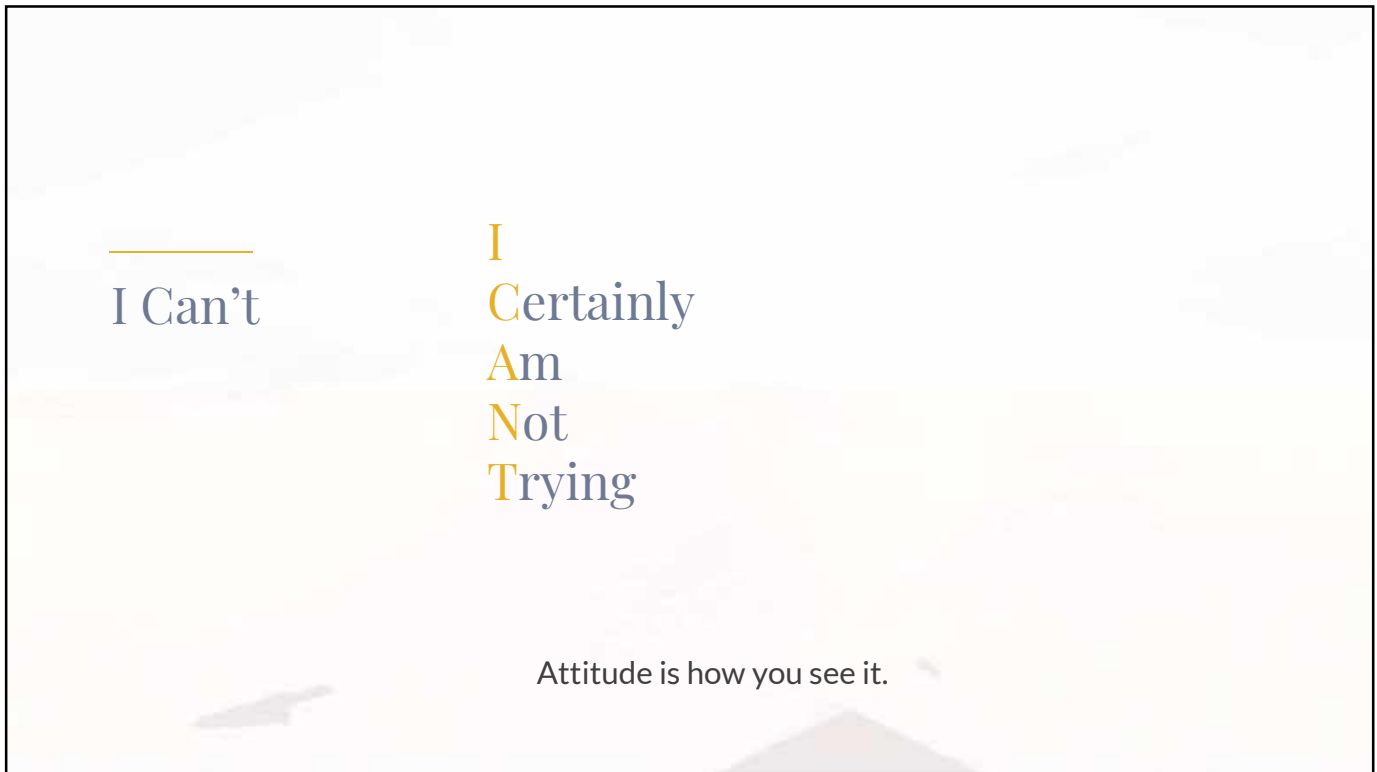


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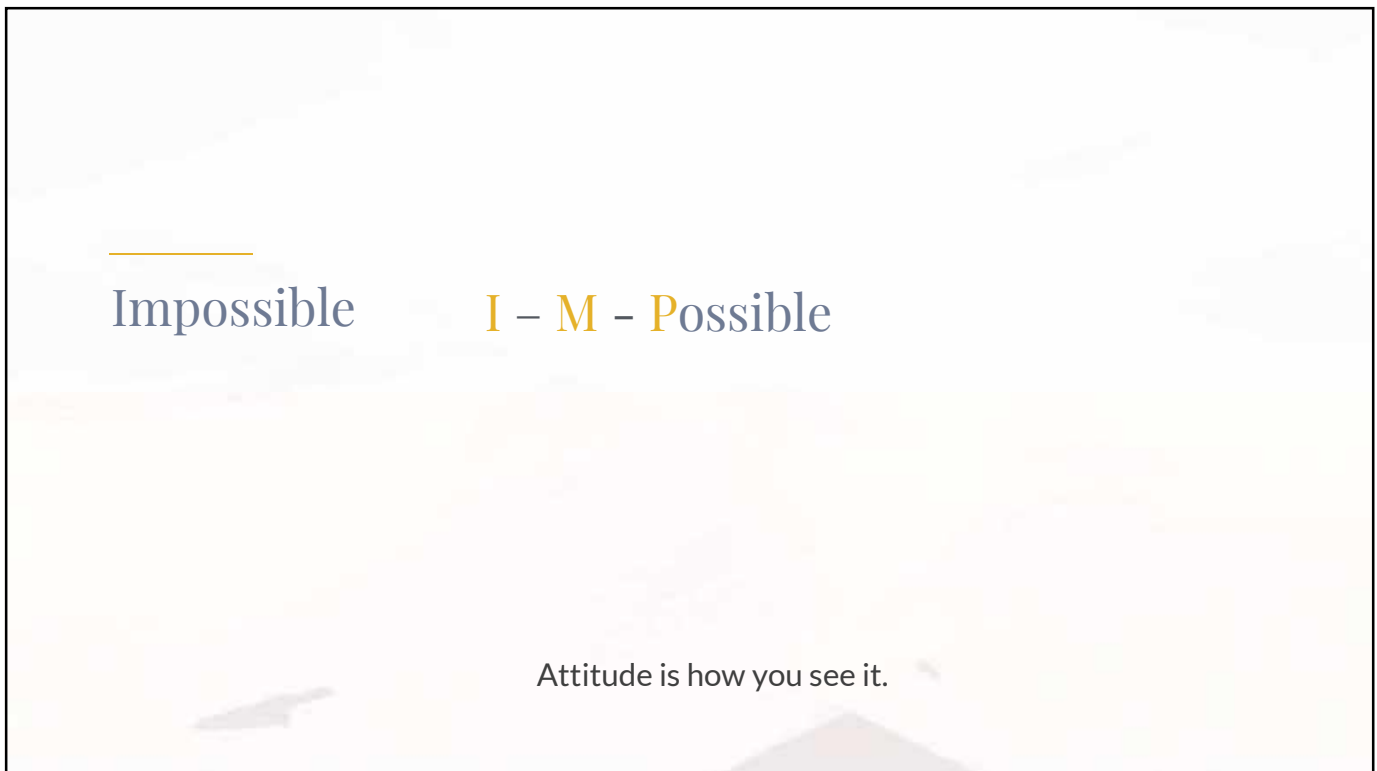
The BEST VIEW comes after the hardest CLIMB



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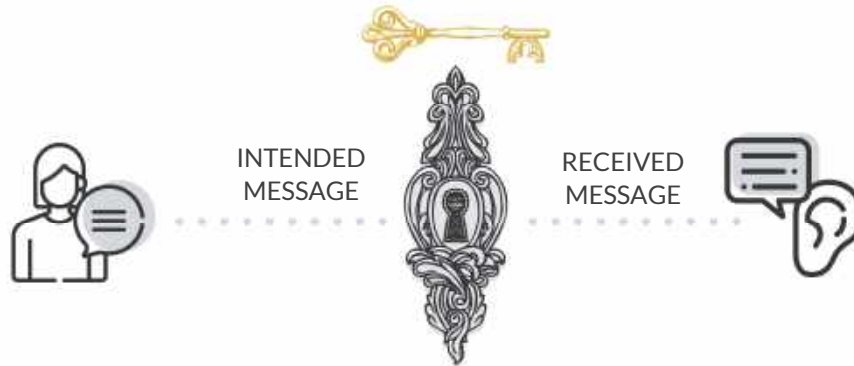
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His Story

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The Signals We Send



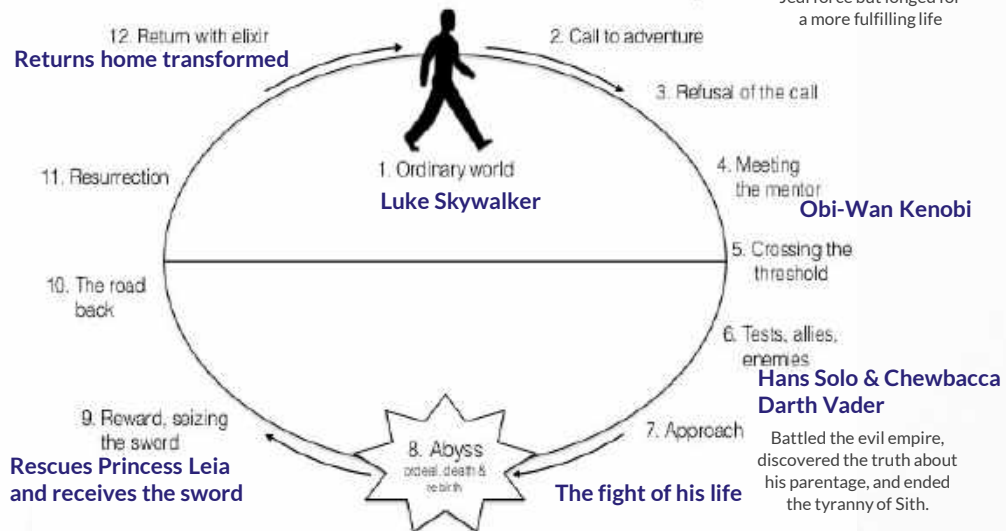
To send and receive the right message and signals and we need **mental flexibility**.

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One of the greatest Jedi the galaxy had ever known

The Hero's Journey

Knew nothing of the Jedi force but longed for a more fulfilling life



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“

You are the **HERO** in **YOUR** incredible journey toward transformation.

Heroes are **MENTALLY FLEXIBLE**.

They're **CRITICAL THINKERS** and **PROBLEM SOLVERS**.

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Heroes look at
the world in new
ways

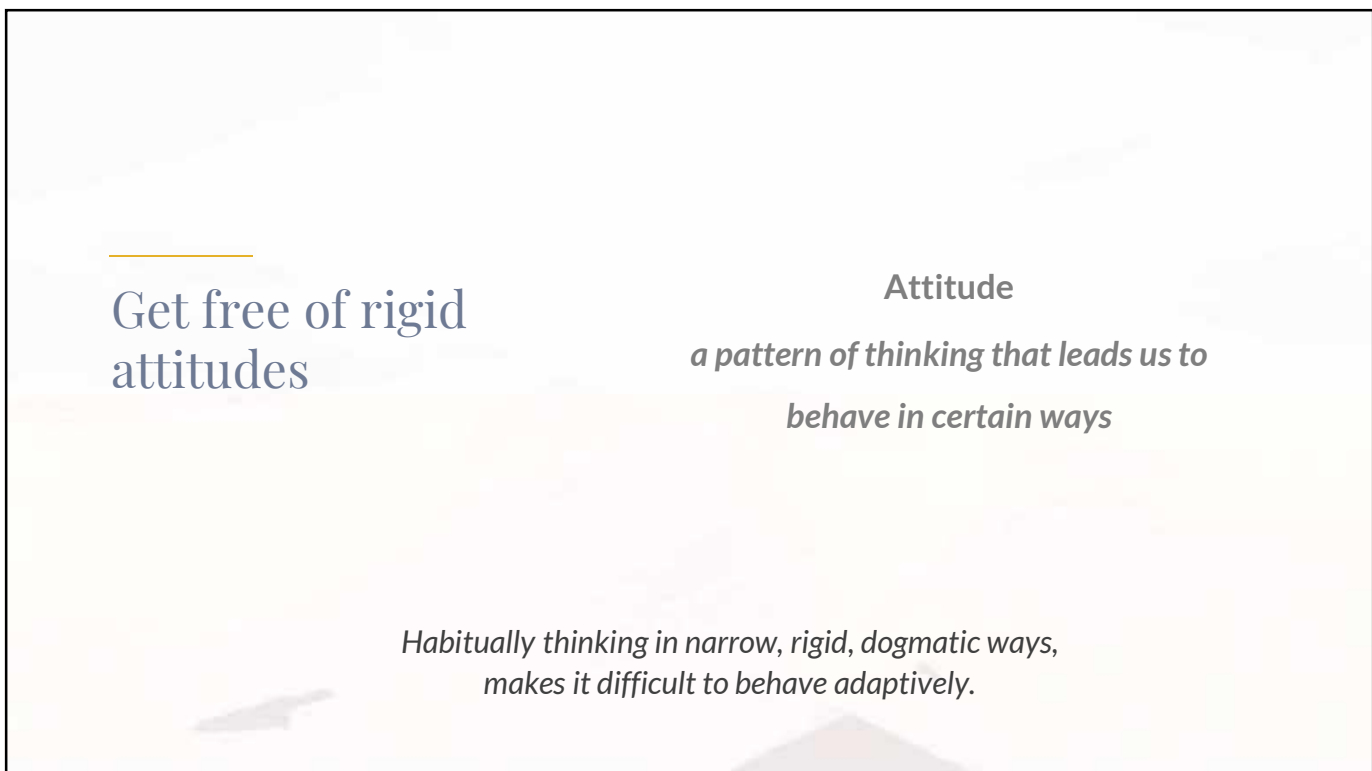
1. Open-minded, curious, and unbiased
2. Things are not always as they seem
3. Avoid snap judgments
4. Do not jump to quick conclusions
5. Understand that people process differently

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Recognizing Rigid Attitudes

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Get free of rigid
attitudes

Attitude

*a pattern of thinking that leads us to
behave in certain ways*

*Habitually thinking in narrow, rigid, dogmatic ways,
makes it difficult to behave adaptively.*

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Get free of rigid attitudes

Mindset

Momentary Attitude

a state of thinking that causes us to react in a specific way based on what we see, hear or experience in a given situation



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Rigid Terms & Phrases

Rigid Terms:

- Always
- Everyone
- Never
- Nobody

That approach will NEVER work.

Rigid Phrases:

- Should we do this or not?
- Take it or leave it.
- Are you on our side or the other side?
- Let's do it right or not at all.

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“

By being open to more than one interpretation of what we see and hear, we can train ourselves to perceive, think, and react more flexibly and cleverly in problem situations.

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Flexible Thinkers Talk Tentatively

Flexible Thinkers Can

Unapologetically say:

- I don't know.
- I made a mistake.
- I changed my mind.

Flexible Qualifiers:

- It seems to me
It seems to me like we have a break down of trust between senior leaders and employees.
- As far as I know
- To a certain extent

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Identifying Your Rigid Attitudes

1. What do you say “I Can’t” to?
2. What seems impossible to you?
3. Name one thing that’s been tried before and didn’t work. Therefore, it will NEVER work.

People with mental flexibility recognize their rigid attitudes and look for ways to get things done.

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Recognizing Biases

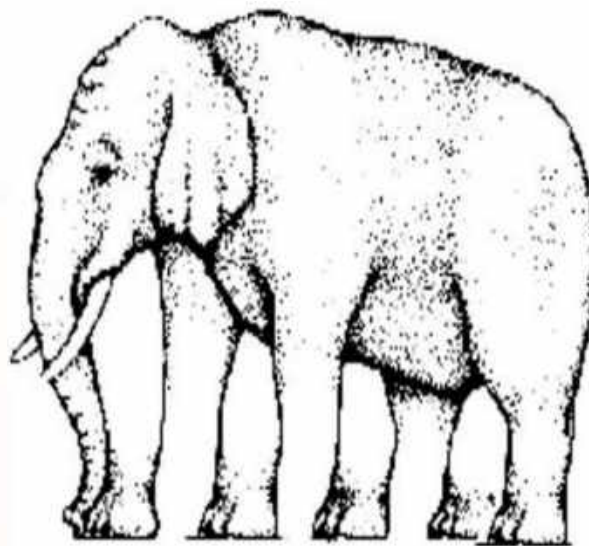
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What do you see?



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What do you see?



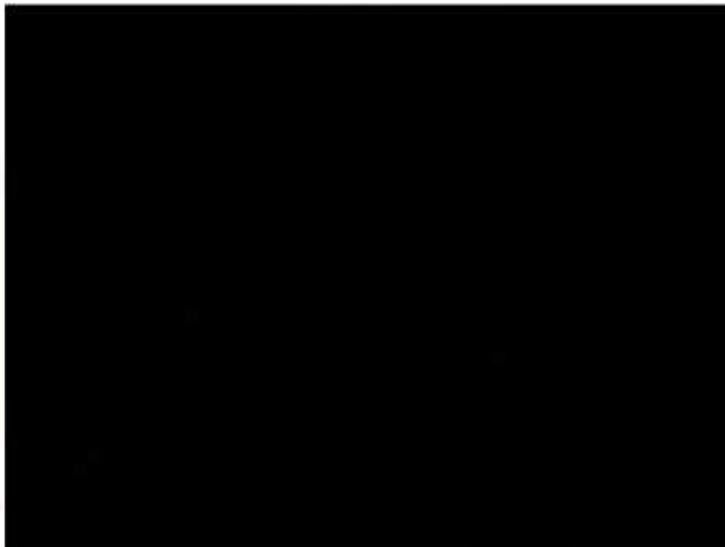
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What do you see?



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Unaware What do you see?



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Perception tends to be:

1. Highly automatic
2. Frequently inaccurate
3. Biased toward previous experience
4. Influenced by emotional factors

To think well, we must perceive well.

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Perceptions Shaped by Motivators & Style

Life's short.
Do what you love most.

Go to bethrudy.net/motivator and request a free link to the "What Motivates Me?" assessment.

It's the first step to growing stronger with **Smart, Savvy Change.**



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Unconscious Biases

1. Influence how we interact with others
2. Impacts how we perceive and process information
3. Can create faulty or biased decisions
4. Occur more often when we're in conflict
5. Can be overcome by stepping back & reframing our thoughts

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Identifying Your Unconscious Biases

1. Who do you feel uncomfortable around?
2. Who would you prefer to avoid socially/at work?
3. Who do you typically avoid or ignore?
4. Who do you routinely provide opportunities to?

People with mental flexibility recognize their biases and are open to new possibilities.

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Snap Reactions

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Let Go of Snap Reactions

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Snap Reactions in Conflict



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Part of becoming more mentally flexible is freeing yourself from the effects of these destructive responses.

It's how we consistently interact with others in ways that increase trust and avoid interacting in ways to destroy it.

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Changing Your Response



Automatic thoughts can lead to knee-jerk, unhealthy reactions that we'll later regret.

Seek first to understand, then to be understood.

Stephen R. Covey

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Flexible Thinkers Step Back & Appreciate Other Points of View

1. Reserve the right to be wrong
2. Explore the facts
3. Discuss options
4. Look at various sides
5. Recognize that there may be more than valid answer
6. Tolerate other points of views
7. Appreciate various approaches

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Someone who habitually judges other people, ideas, and approaches cannot function very flexibly as a thinker, communicator, or problem solver. When people are busy passing judgment on one another, they are not busy listening, learning, or appreciating various points of view.

Dr. Carl Rogers

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Opinionitis

a common human disease

the tendency to have and hold fixed opinions, however poorly informed they may be, and to defend them tenaciously against the onslaught of logic and fact

How flexible are you in changing your mind in the face of new information and fresh ideas?

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PIN Formula

Flexible Thinkers
Step Back &
Tame Their
Value Judgments

1. Find something **POSITIVE** to say about the idea
2. Find something **INTERESTING** about the idea
3. Mention something **NEGATIVE** about the idea
only if necessary

*People who can see possibilities rather than flaws are
more effective problem solvers and innovators.*

Dr. Edward deBono

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Taming Your Value Judgments

Consider and discuss the following statement:

“Let’s have every citizen in the country fingerprinted and have the fingerprints kept on file by the government.”

- Name a **POSITIVE** aspect of the proposal
- Give an **INTERESTING** aspect of the proposal
- Tell us a **NEGATIVE** aspect of the proposal

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Taming Your Value Judgments

Get a Partner:

Take turns proposing outlandish ideas to each other.

One person makes the proposal. The other practices PIN.

- Name a **POSITIVE** aspect of the proposal
- Give an **INTERESTING** aspect of the proposal
- Tell us a **NEGATIVE** aspect of the proposal

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Bringing It All Together

Flexible Thinkers

- Are the heroes at work
- Send the right message and signals
- Look at the world in new ways
- Let go of rigid attitudes
- Recognize their unconscious biases
- Tame their value judgments
- Solve more problems, and negotiate better deals
- Are pleasant to work with

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Get in Touch

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MORE INFO

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Credits:

Toastmasters International
Success Communication Series
Building Your Thinking Power

John Wiley & Sons
Everything DiSC Productive Conflict