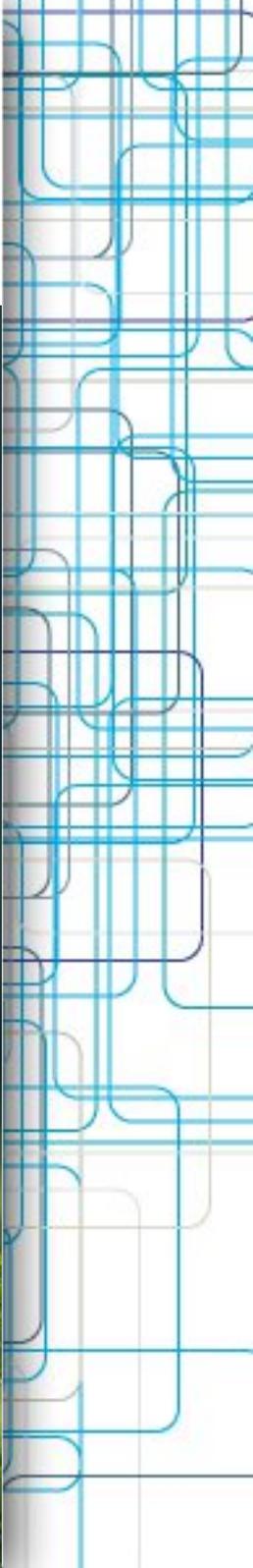


# Changing Hearts And Minds

Understanding how communication has changed with technology and how we can slow down to make progress on social issues.





## 3/14/2017 - the 7<sup>th</sup> Poetry and Pie event

By curating a diverse group of poets, many people from all walks of life attended and shared space. These events were a way for me to give back on my birthday but also to build community.

PROVIDED/JOYCE PENSATO  
s celebrating the spirit  
y at Art Academy of  
Rhine. Pictured: Joyce  
nies."

Elementz Urban  
Arts Youth Center,  
1100 Race St.,  
Over-the-Rhine.  
Street Stage. Orig-  
inal music, chor-  
eography and  
poetic words of

Elementz artistic community. Free. 513-  
721-5800; elementz.org.

**Poetry and Pie**, 7-10 p.m., Wave Pool  
Gallery, 2940 Colerain Ave., Camp Wash-  
ington. Organized by Joshua Kruer. Free.  
509-509-5135; wavepoolgallery.org.

**Stay Woke**, 8 p.m.-2:30 a.m., Bi-Okoto  
Cultural Center, 5601 Montgomery Road,  
Pleasant Ridge. Live entertainment by  
musicians, poets and creatives. Support  
local black-owned vendors, including  
Afrackan Artist Alliance. Caribbean cuisine  
by Chef Dre Newton of Drea's. Area 18

Ivoorkust

You have never tasted this?  
- No, this is the first time in my life.

▶ ⏪ 🔊 1:48 / 5:55



## First taste of chocolate in Ivory Coast - vpro Metropolis

8,161,592 views · Feb 21, 2014

👍 56K    💬 818    ➦ SHARE    ≡+ SAVE    ⬇️    ⋮



**VPRO Metropolis**  
200K subscribers

**SUBSCRIBE**

Farmer N'Da Alphonse grows cocoa and has never seen the finished product. "To be honest I do not know what they make of my beans," says farmer N'Da Alphonse. "I've heard they're used as flavoring in cooking, but I've never seen it. I do not even know if it's true."



## Action Against Hunger - The Sharing Experiment

370,584 views • May 30, 2012

 1.4K  32  SHARE  SAVE  ...



**VISO Give** ✓  
10.9K subscribers

**SUBSCRIBE**

We are innately kind and loving, it is only as we grow older that we become divided...



Find a Therapist (City or Zi

Verified by Psychology Today



Peter Gray Ph.D.  
Freedom to Learn

# How Hunter-Gatherers Maintained Their Egalitarian Ways

The important lessons from hunter-gatherers are about culture, not genes.

Posted May 16, 2011

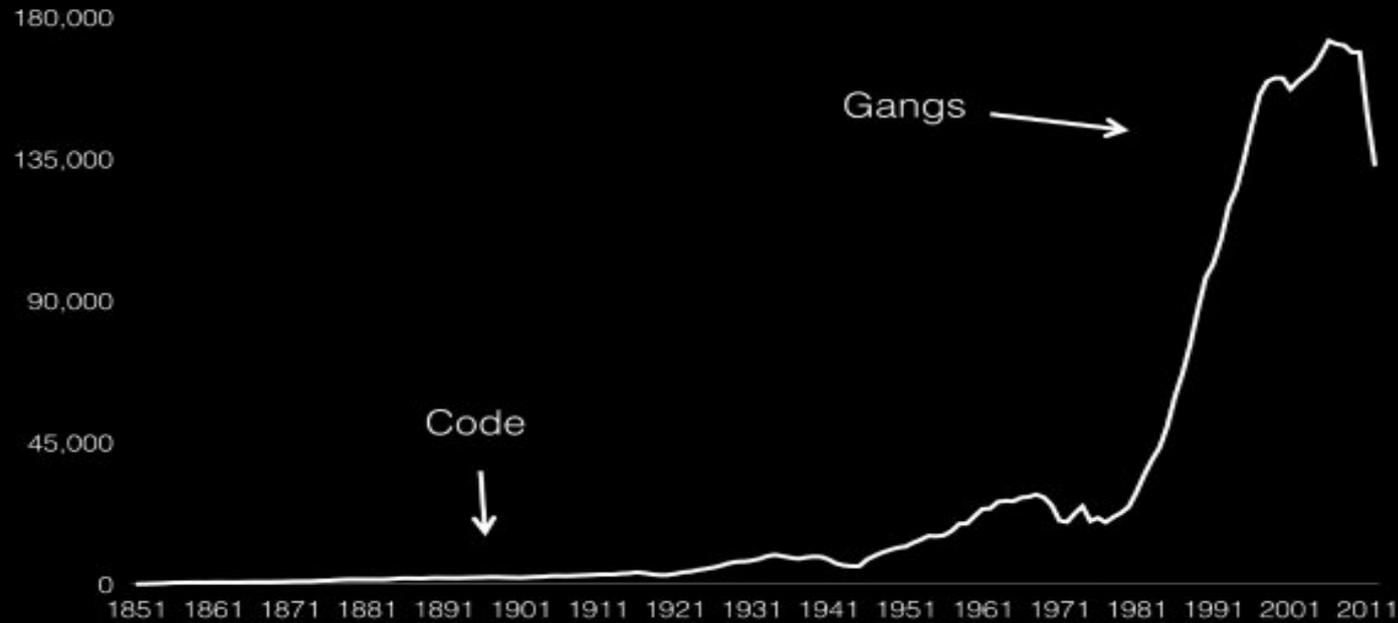


**Theory 1: Hunter-gatherers practiced a system of "reverse dominance" that prevented anyone from assuming power over others.**

**Theory 2: Hunter-gathers maintained equality by nurturing the playful side of their human nature, and play promotes equality.**

**Theory 3: Hunter-gatherers maintained their ethos of equality through their childrearing practices, which engendered feelings of trust and acceptance in each new generation.**

## California Inmate Population, 1851-1970



### How gangs keep inmates safe | David Skarbek | TEDxWarwick

658,554 views • May 15, 2015

7.9K 431 SHARE SAVE



TEDx Talks  
23.4M subscribers

SUBSCRIBE

Comparing “economies” of villages and hunter-gatherers societies is ideal, but our societies have grown too large for self-governance and self-regulation (see: changes in the Convict Code for prisoners). Honor is affected by scale. We can only really know and care for so many people directly.

## The Prison Code

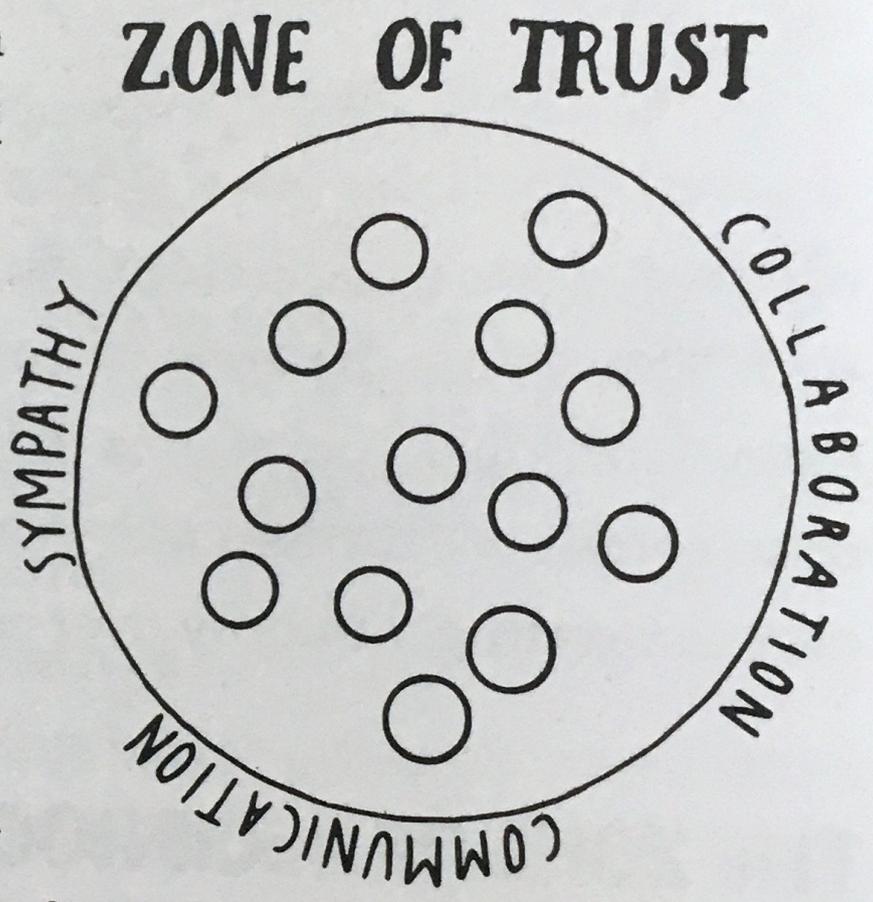
According to many studies of prison life done from the 1940s to the 1970s, inmates lived by an unwritten code. The tenets of the code, which are listed here, stressed reliability, toughness, and a social structure in which individual inmates avoided conflict with each other.

- > **Never rat on a con.**
- > **Do your own time.**
- > **Don't interfere with the interests of other inmates.**
- > **Mind your own business.**
- > **Don't have a loose lip.**
- > **Be tough.**
- > **Be a man.**
- > **Don't exploit inmates.**
- > **Be sharp.**
- > **Keep off a man's back.**
- > **Don't put a guy on the spot.**
- > **Be loyal to your class.**
- > **Be cool.**

Trust is really only possible within smaller groups...

## THE ZONE OF TRUST (10-25)

The next circle out encompasses those whom we contact on a regular basis and share special ties with: relatives, friend groups, and perhaps some close colleagues. Sociologists call this circle our *sympathy group* and cite social surveys across the globe showing that it consistently has ten to fifteen people at any given time. While we might not share the most intimate details of our lives with those in our zone of trust, we're likely to keep them updated on the ups and downs of our lives, such as struggles at work, vacations, and our romantic status. As Dunbar points out, groups of ten to fifteen are frequently found in contexts "where very close co-ordination of behaviour is required: juries, the inner cabinets of many governments, the number of apostles, the size of most sports teams."<sup>9</sup>



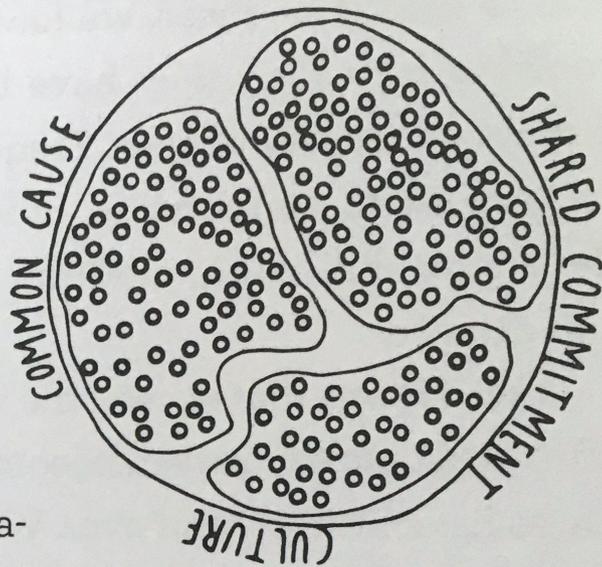
## THE ZONE OF RECOGNITION (150–1,500)

Our neocortex may limit the size of *reciprocal* groups to around 150, but that hasn't stopped us from creating groups based on other kinds of relationship. Even if we can't maintain stable social relationships with more than a couple hundred, most of us have the ability to recognize the faces of hundreds more. Within this fertile territory of 150 to 1,500 or so people, we've found ourselves bound together by shared cultural narratives: believing in the same gods, speaking the same language, dressing in the same style. These narratives replace the glue of personal relationships, allowing larger groups to maintain a solid identity despite the fact that not all members know each other.

In the absence of the accountability engendered by personal relationships, these larger groups tend to require other forces to maintain group cohesion and stability. Often, these forces are subtle and largely voluntary—groups might stick together because of a commitment to a common cause, for instance, or because they share a set of traditions. In many cases, though, large groups remain united by becoming more formal and institutionalized, developing written rules and regulations that carry the threat of expulsion if violated.

Groups of this size are large enough to contain identifiable cliques, CAUSES, and other forms of subcommunity. In an industrial economy, the zone

## ZONE OF RECOGNITION



## THE ZONE OF SUSPICION (1,500 AND GREATER)

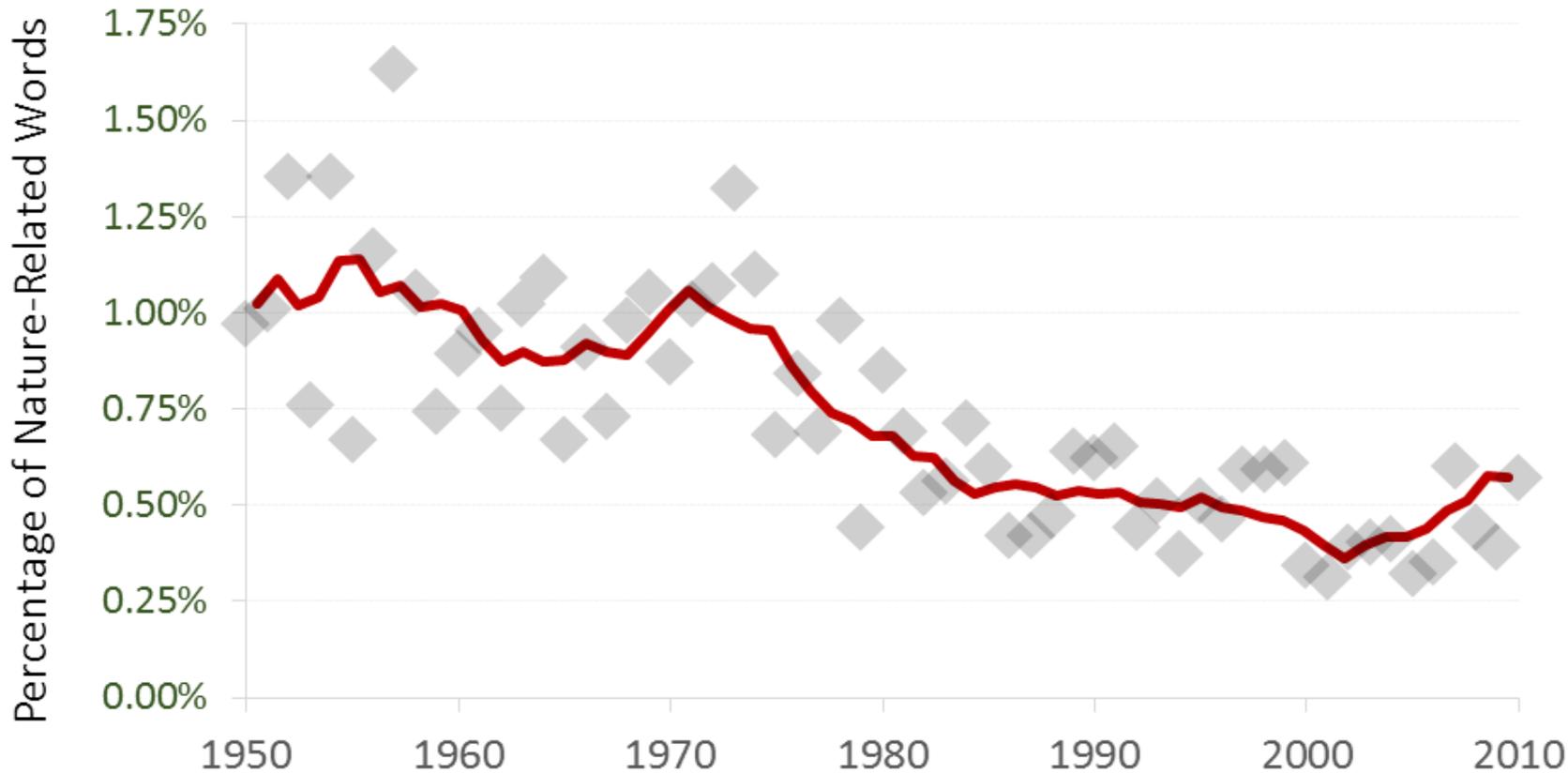
What happens in groups that exceed the number of faces we can recognize? Those around us become strangers. Our disposition toward those strangers can vary, depending on our (and the strangers') age, gender, race, and many other factors. But one thing remains constant: without being able to recognize faces, we have no way of knowing how long they have been around, if they are friends or foes. Frequently, therefore, we default to stereotypes, judging strangers by their age, skin color, clothing, or whatever else we can discern.

Institutions that exceed the zone of recognition strain the limits of CONSENSUAL HIERARCHY, instead becoming formalized bureaucracies that most participants have little control over. Without a personal connection HUMANIZING THE OTHER, leaders are no longer accountable to the needs of everyone in the group, and norms become increasingly standardized to maintain efficiency. Like bees in a hive, participants give up a significant amount of their autonomy and creativity to participate.

Of course, groups that number in the thousands also have many advantages. It is only well-organized settlements of this size—cities—that can provide enough stimulation and specialization to power the churning engine of novelty that drives our society forward. From the great pyramids to space flight, humanity's most complex endeavors become possible only with the careful coordination of thousands. For the price of submission to the rules, well-organized groups of one thousand to ten thousand can have a meaningful impact on the local economy and culture at large.



from Change Here Now by Adam Brock



Cities have risen to accommodate growing populations. Living in urban environments, and with the greater prevalence of technology, it is easier for us to forget where we come from as we grow older- This can manifest as a disconnect from nature, therefore our natural selves, and each other. How can we save the planet if we don't have a connection *with* the planet? Or, how can we work together if we aren't connected to *each other* in meaningful ways?

# Global Communication Challenges

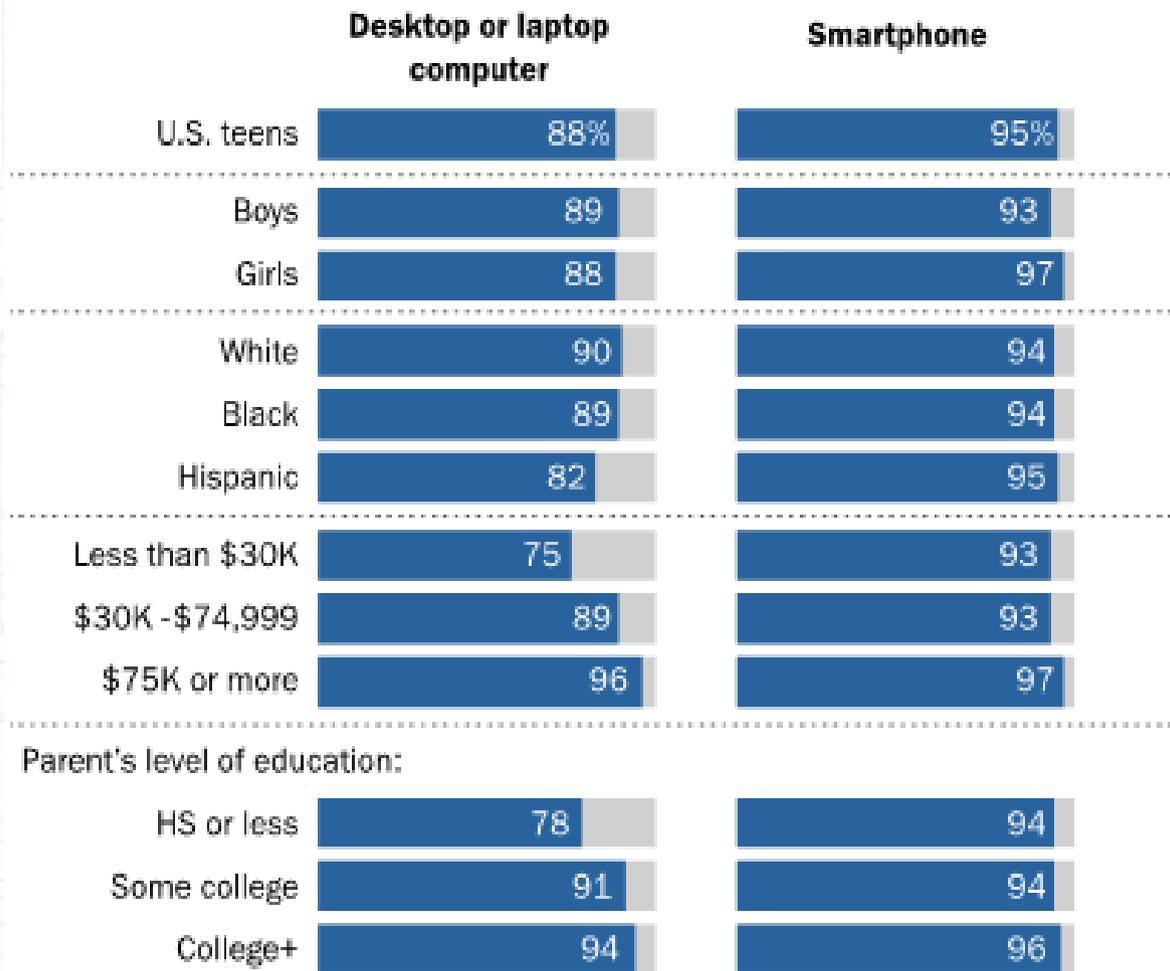
Modern issues like Climate Change and the continued presence of Global Poverty are extremely polarizing because to adopt one position might be seen as a direct threat to another person's life. We are at a crossroads in society, choosing empathy before domination, cooperation more than competition. Solving these issues, evolving our sense of responsibility as stewards of the earth, using technology responsibly and developing empathy.

...This is the next stage in our evolution.

Why does all this matter? To solve the climate crisis, we need massive cooperation from all demographics, between communities and between cultures at large. We need to learn how to communicate, to work together.

## Smartphone access nearly ubiquitous among teens, while having a home computer varies by income

% of U.S. teens who say they have or have access to a \_\_\_ at home



Note: Whites and blacks include only non-Hispanics. Hispanics are of any race. Parent's level of education based on highest level of education associated with a teen's parent.

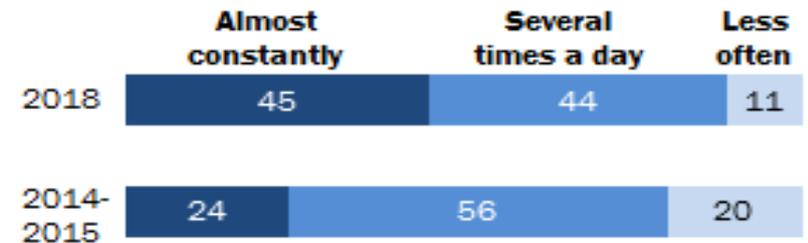
Source: Survey conducted March 7-April 10, 2018.

"Teens, Social Media & Technology 2018"

PEW RESEARCH CENTER

## 45% of teens say they're online almost constantly

% of U.S. teens who say they use the internet, either on a computer or a cellphone ...



Note: "Less often" category includes teens who say they use the internet "about once a day," "several times a week" and "less often."

Source: Survey conducted March 7-April 10, 2018. Trend data from previous Pew Research Center survey conducted 2014-2015.

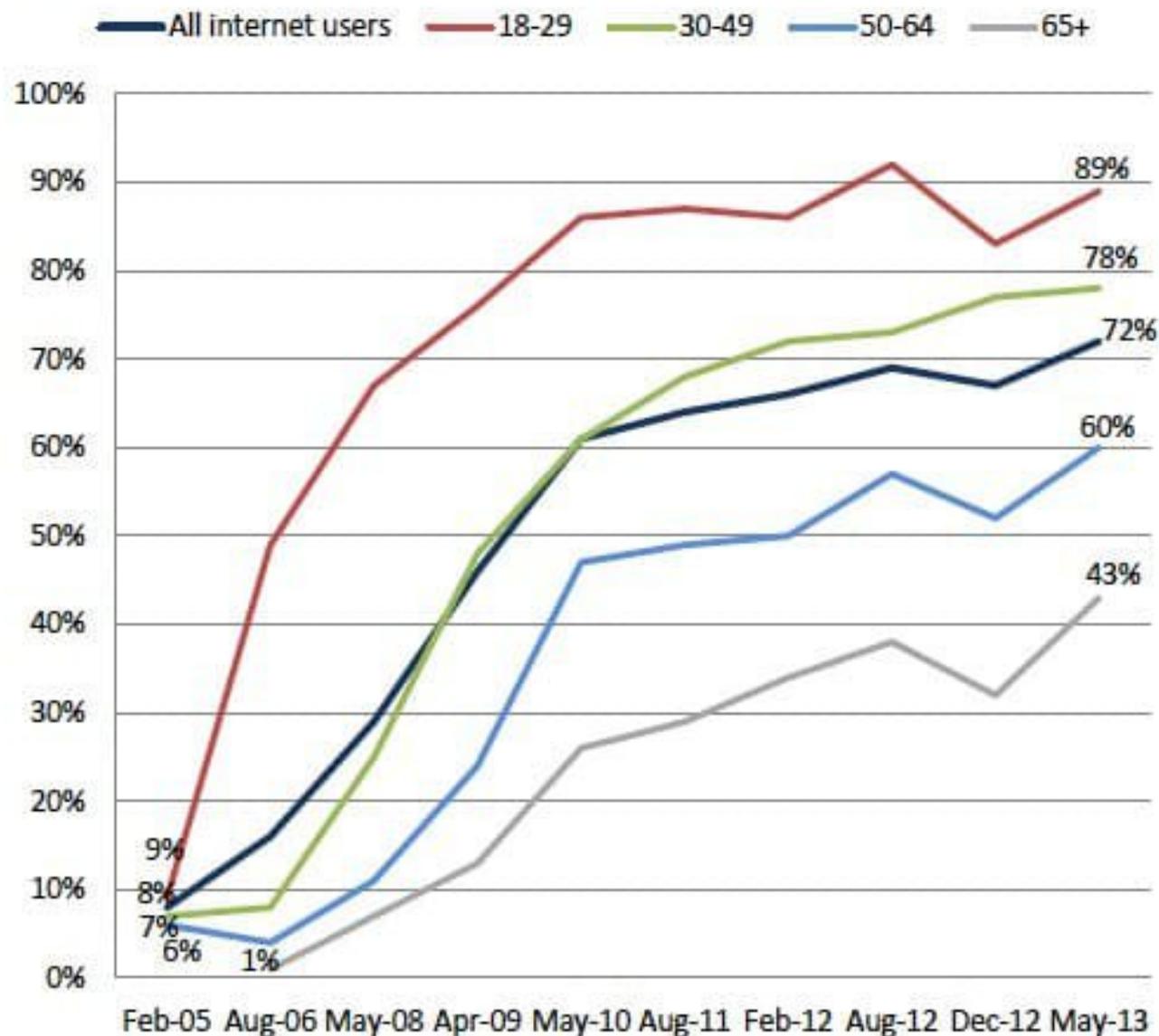
"Teens, Social Media & Technology 2018"

PEW RESEARCH CENTER

As technology becomes more affordable it becomes more accessible.

## Social networking site use by age group, 2005-2012

% of internet users in each age group who use social networking sites

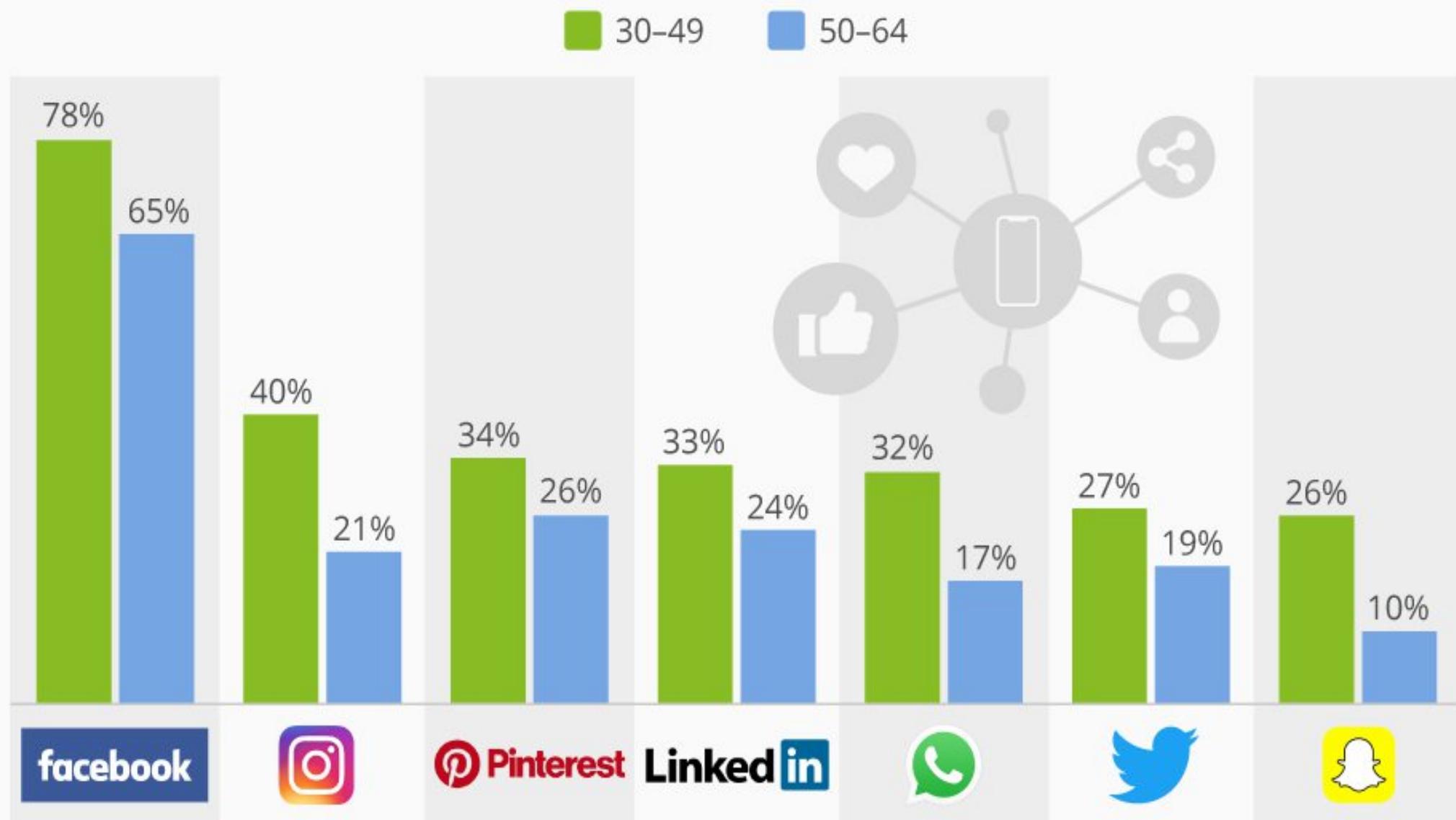


89% of young adults, 18-29, use social media

Source: Pew Research Center's Internet & American Life Project tracking surveys 2005-2013. Spring Tracking Survey, April 17 – May 19, 2013. N=1,895 adult internet users ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. The margin of error for results based on all internet users is +/- 2.5 percentage points.

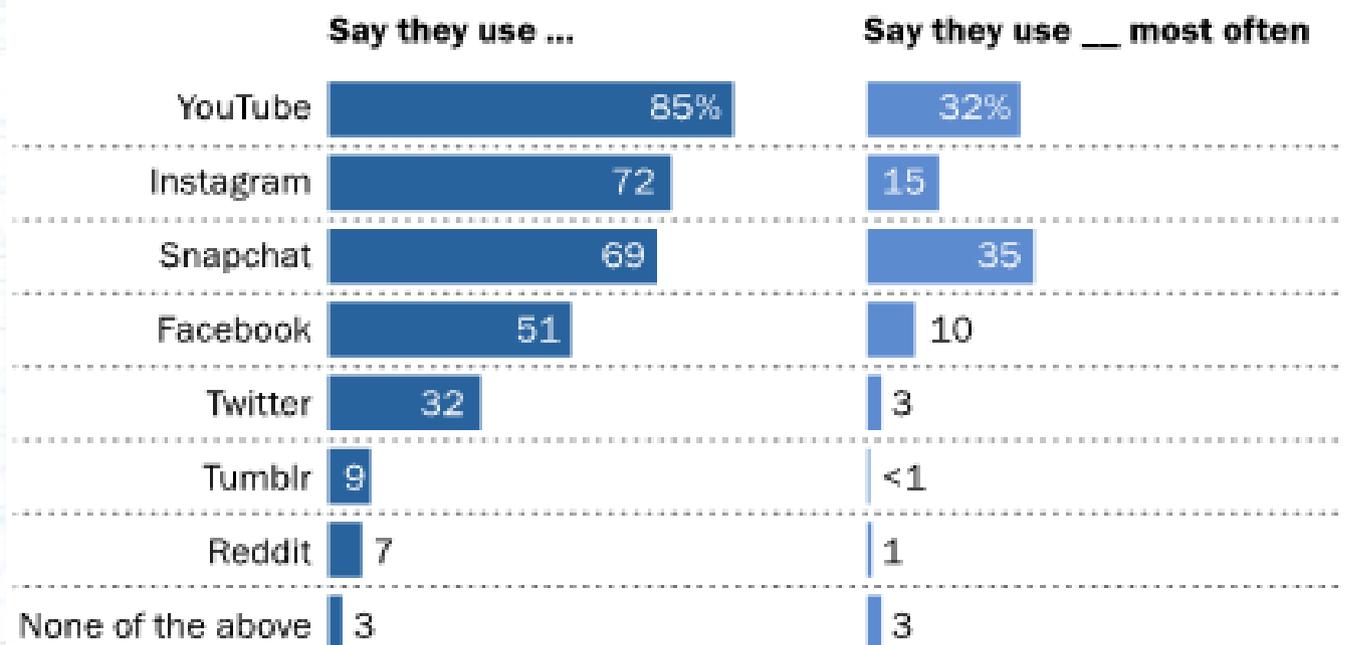
# Where U.S. Adults Are Active on Social Media

Percentage of U.S. adults using the following social media platforms, by age group



## YouTube, Instagram and Snapchat are the most popular online platforms among teens

*% of U.S. teens who ...*



Note: Figures in first column add to more than 100% because multiple responses were allowed. Question about most-used site was asked only of respondents who use multiple sites; results have been recalculated to include those who use only one site. Respondents who did not give an answer are not shown.

Source: Survey conducted March 7-April 10, 2018.

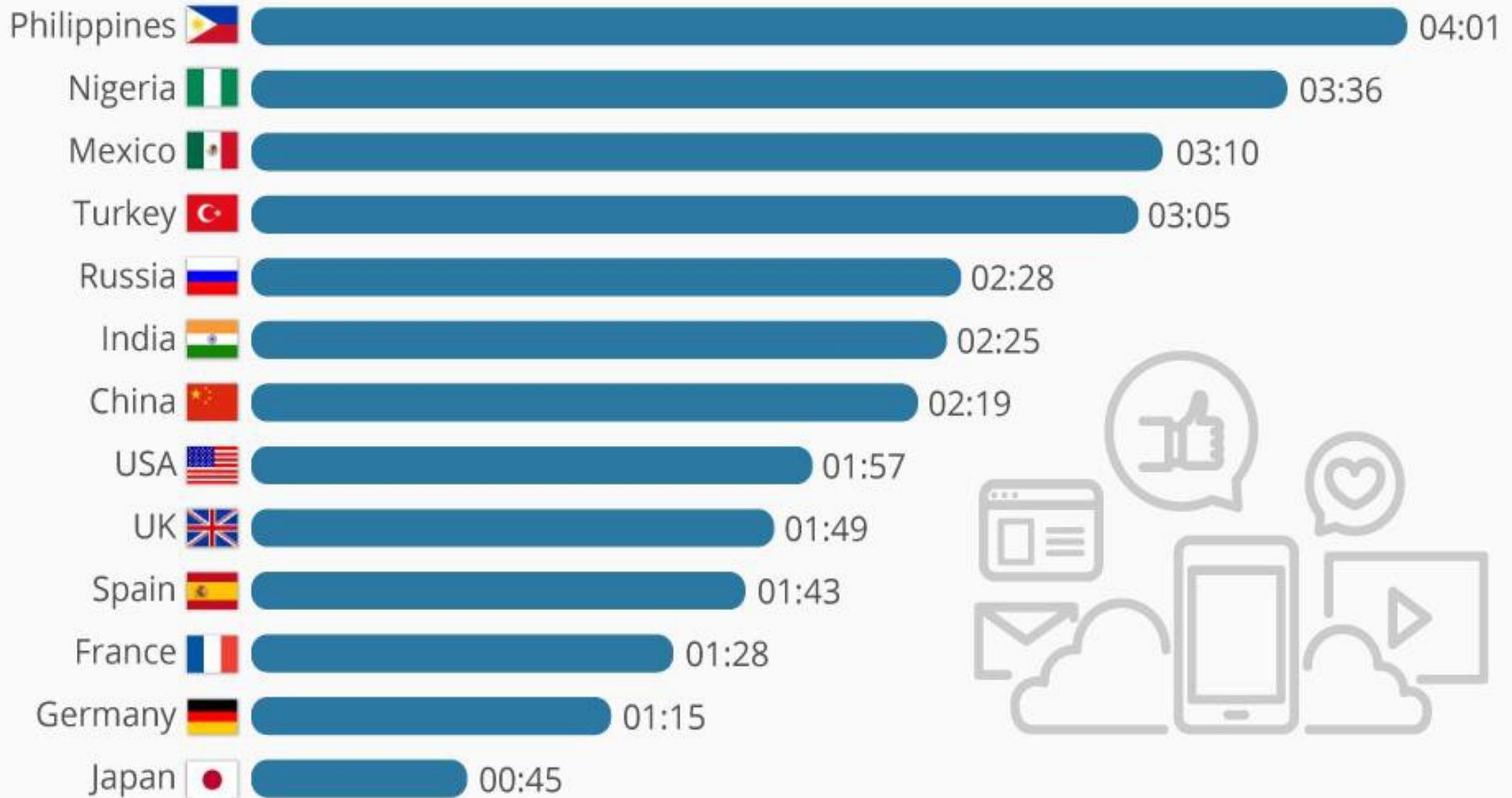
"Teens, Social Media & Technology 2018"

PEW RESEARCH CENTER

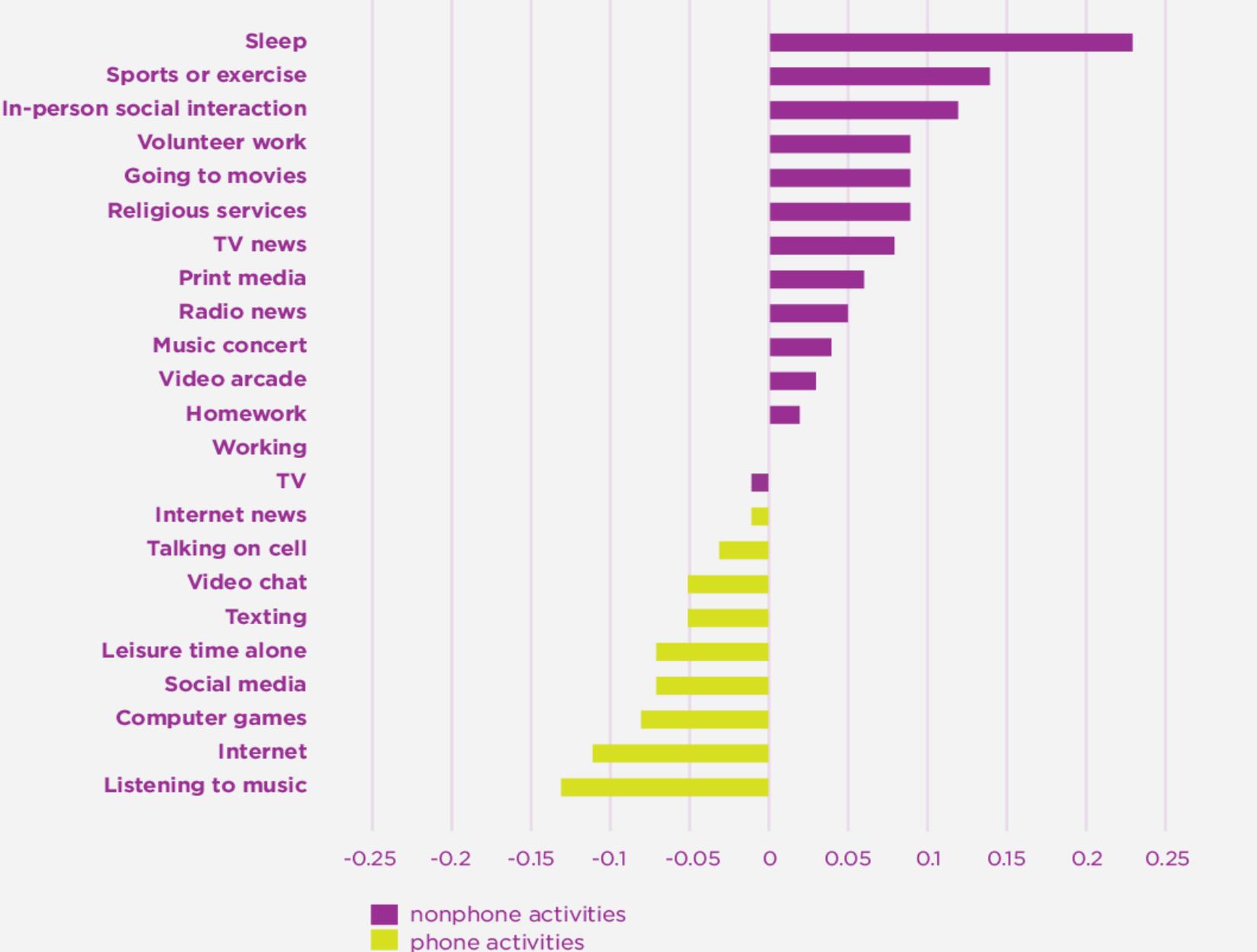
Adults mostly use Facebook while teens mostly use Instagram and Youtube.

# Where do people spend more time on social media?

Average time spent connected to social networks during a typical day (hh:mm)

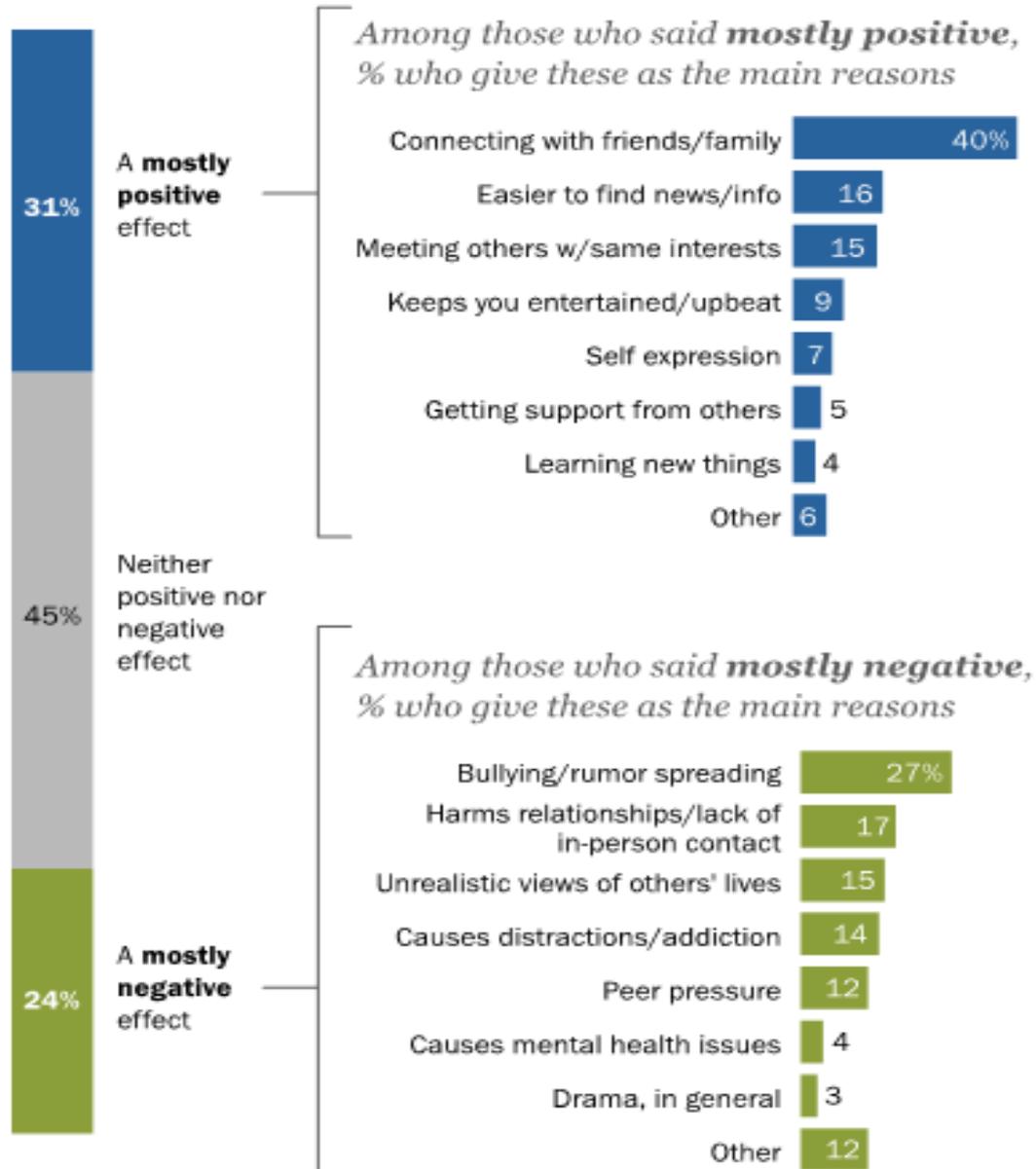


**Figure 5.5: Correlation between activities and general happiness, 8th and 10th graders, Monitoring the Future, 2013-2016 (controlled for race, gender, SES, and grade level)**



# Teens have mixed views on social media's effect on people their age; many say it helps them connect with others, some express concerns about bullying

% of U.S. teens who say social media has had \_\_\_ on people their own age



There is direct correlation between time spent online and anxiety about comparing our lives to another's highlight reel, etc... It is easier to connect in the modern era, but are these connections meaningful and sincere?

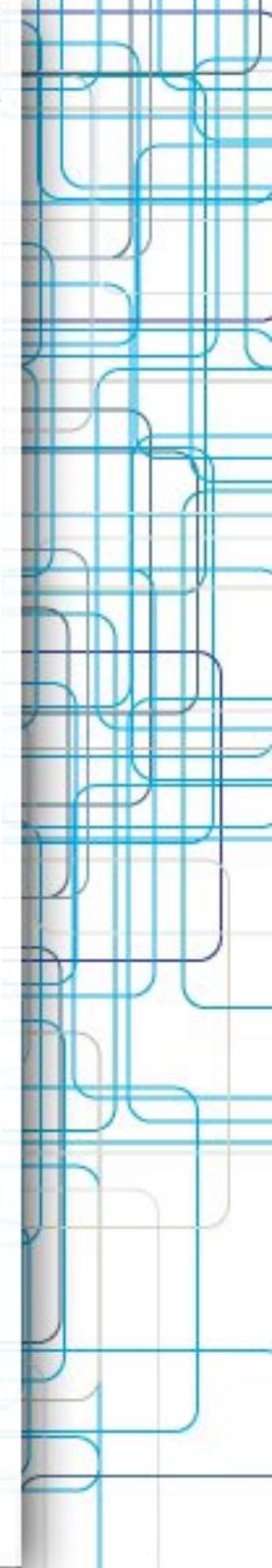
Note: Respondents who did not give an answer are not shown. Verbatim responses have



## Social media use may cause depression in young adults: Study

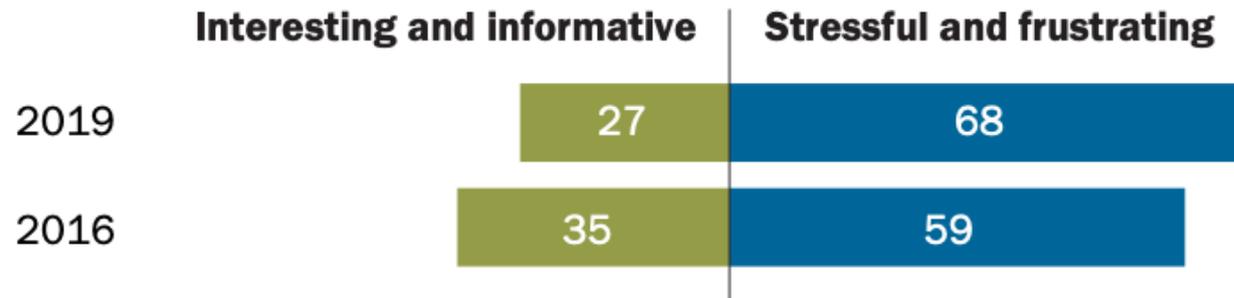
July 1, 2016 / in Anxiety, Depression / by CMHH Team

Depression causes anxiety and anxiety causes depression, a vicious cycle. A disconnect from the real world, an escape thru technology is one of the main causes of depression globally...

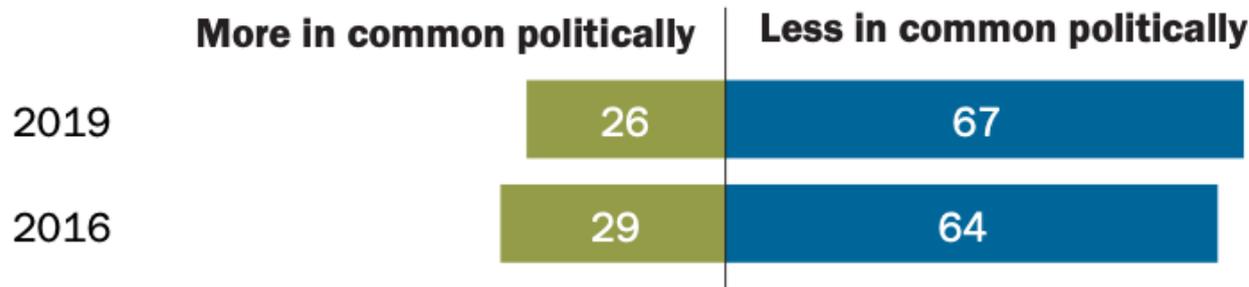


## A majority of users find it stressful to talk politics on social media with people they disagree with politically

*% of social media users who say talking about politics on social media with people they disagree with is generally ...*



*% of users who say, when talking about politics on social media with people they disagree with, they generally find that they have \_\_\_ than they thought*



Note: Those who did not give answer are not shown.

Source: Survey of U.S. adults conducted June 3-17, 2019.

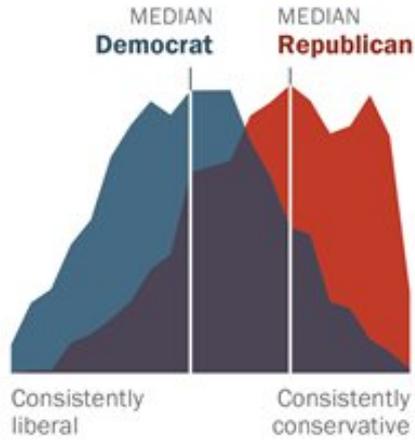
Lack of context: tone of voice, easier to be mean anonymously, sensationalized headlines, etc.

## Polarization Surges Among the Politically Engaged

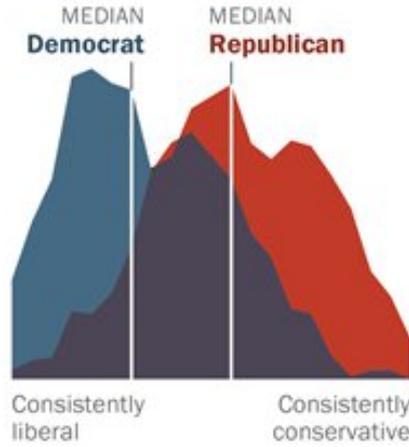
Distribution of Democrats and Republicans on a 10-item scale of political values, by level of political engagement

### Among the politically engaged

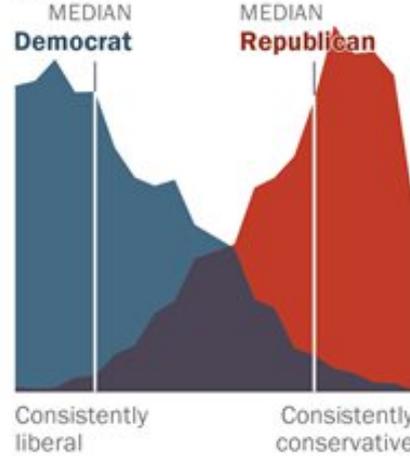
1994



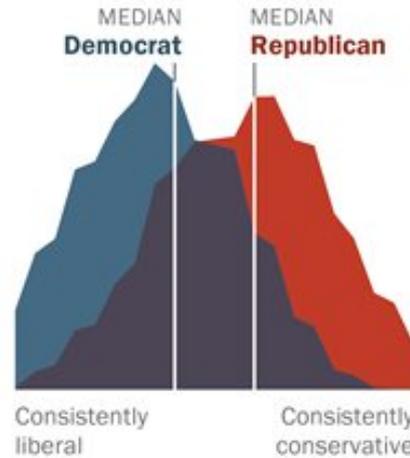
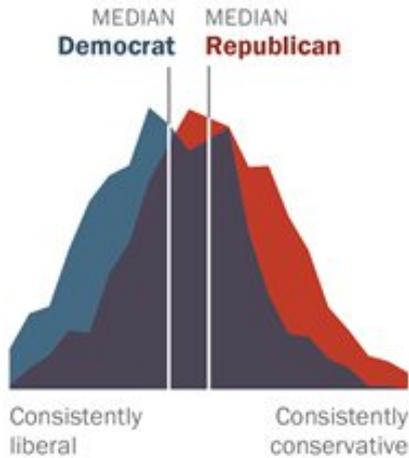
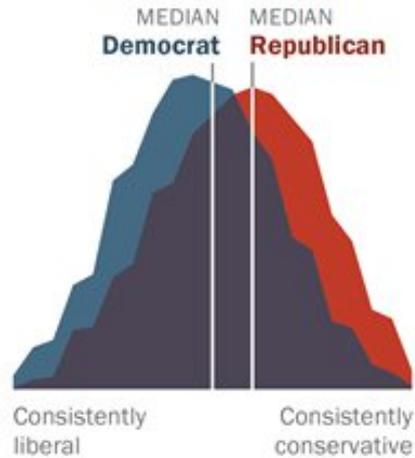
2004



2014



### Among the less engaged



Source: 2014 Political Polarization in the American Public

Notes: Ideological consistency based on a scale of 10 political values questions (see Appendix A). Republicans include Republican-leaning independents; Democrats include Democratic-leaning independents (see Appendix B). Politically engaged are defined as those who are registered to vote, follow government and public affairs most of the time and say they vote always or nearly always.

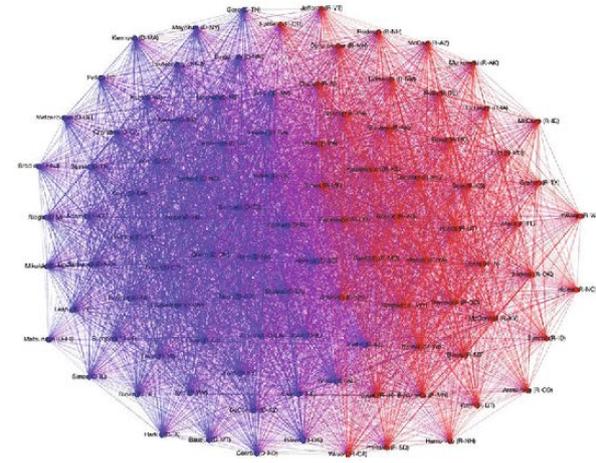
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## Senators casting the same votes

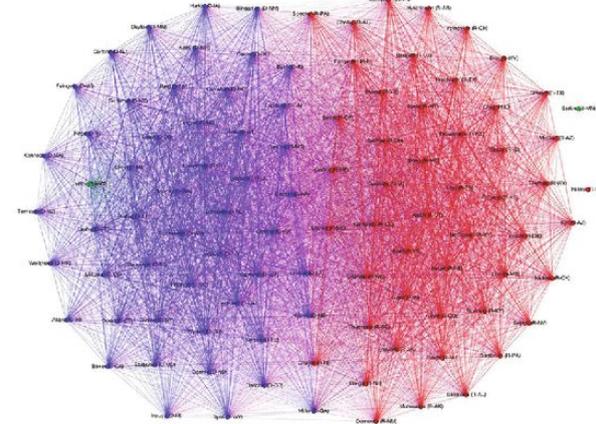
Democrat

Republican

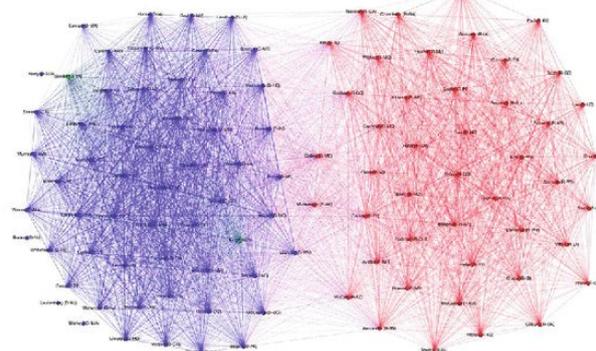
101st Congress, 1989 session



107th Congress, 2002 session

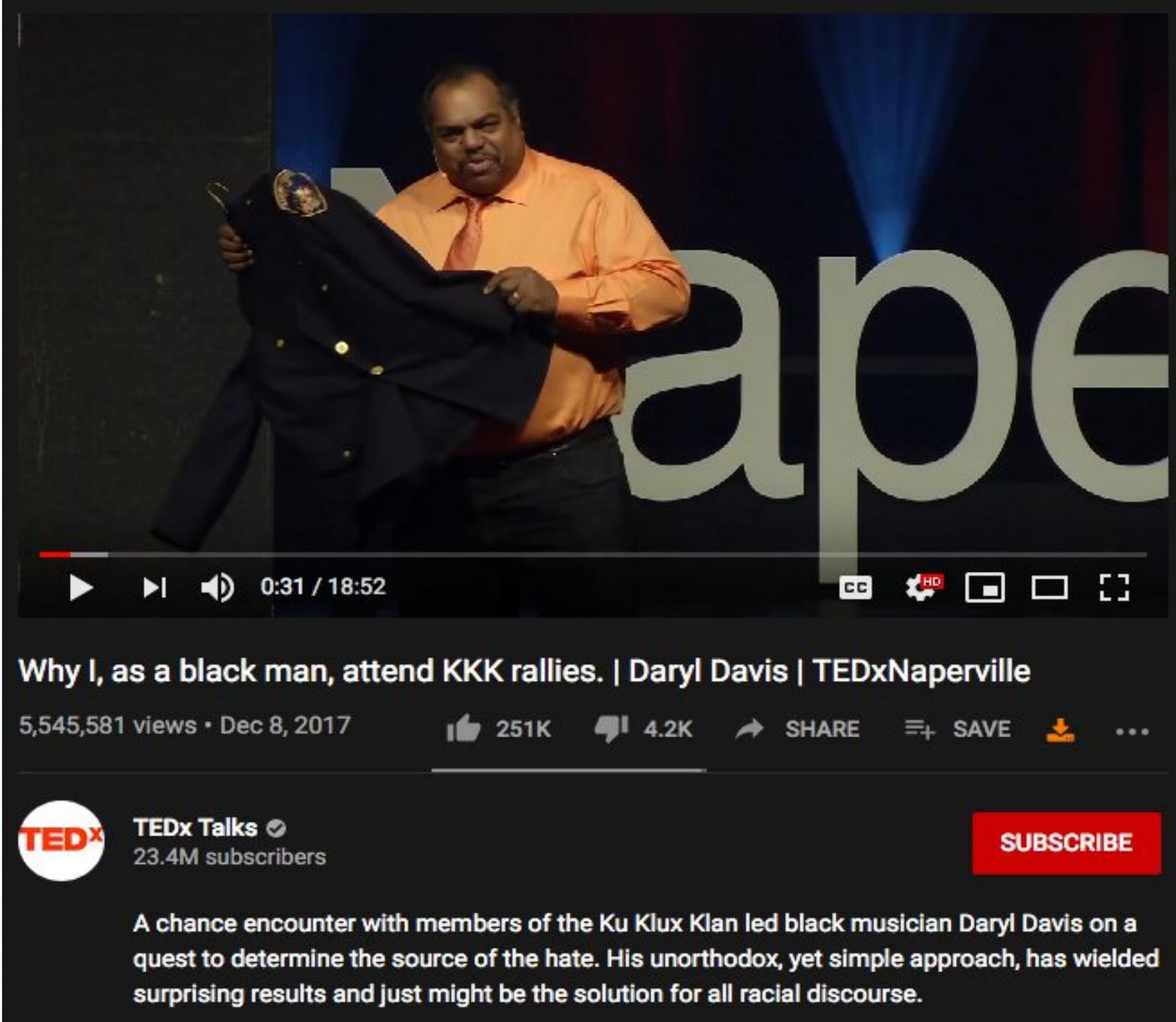


113th Congress, 2013 session



Sources: GovTrack.us, Renzo Lucioni

■ Independent



Why I, as a black man, attend KKK rallies. | Daryl Davis | TEDxNaperville

5,545,581 views • Dec 8, 2017

251K 4.2K SHARE SAVE

**TEDx Talks** ✓  
23.4M subscribers

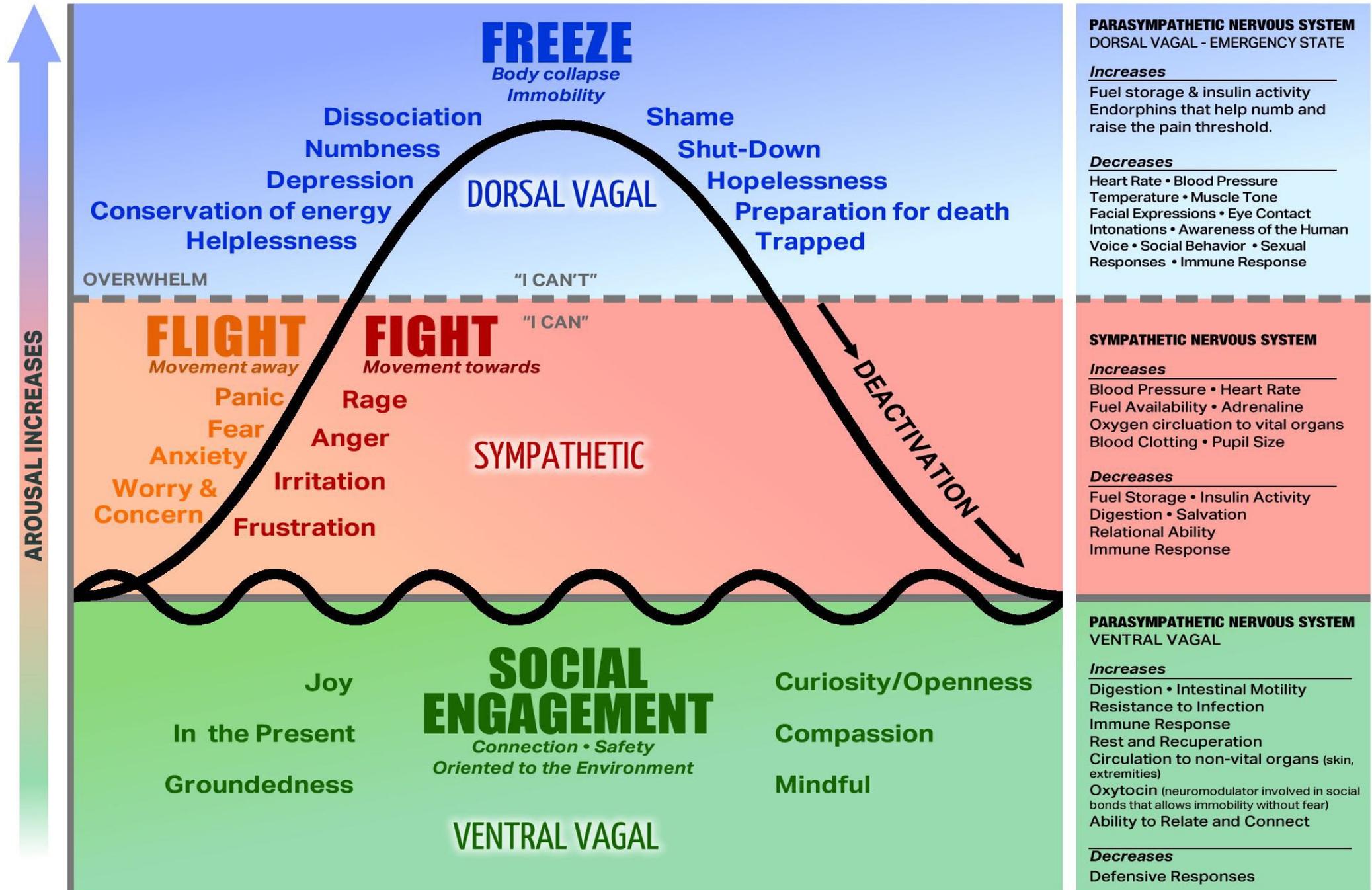
**SUBSCRIBE**

A chance encounter with members of the Ku Klux Klan led black musician Daryl Davis on a quest to determine the source of the hate. His unorthodox, yet simple approach, has wielded surprising results and just might be the solution for all racial discourse.

Sustaining Meaningful Relationships – Staying in touch, building rapport and familiarity and *actually listening*, being present.

# Polyvagal Theory

Transcending trauma to be curious and compassionate.



**PARASYMPATHETIC NERVOUS SYSTEM**  
 DORSAL VAGAL - EMERGENCY STATE

- Increases**
- Fuel storage & insulin activity
  - Endorphins that help numb and raise the pain threshold.
- Decreases**
- Heart Rate • Blood Pressure
  - Temperature • Muscle Tone
  - Facial Expressions • Eye Contact
  - Intonations • Awareness of the Human Voice • Social Behavior • Sexual Responses • Immune Response

**SYMPATHETIC NERVOUS SYSTEM**

- Increases**
- Blood Pressure • Heart Rate
  - Fuel Availability • Adrenaline
  - Oxygen circulation to vital organs
  - Blood Clotting • Pupil Size
- Decreases**
- Fuel Storage • Insulin Activity
  - Digestion • Salvation
  - Relational Ability
  - Immune Response

**PARASYMPATHETIC NERVOUS SYSTEM**  
 VENTRAL VAGAL

- Increases**
- Digestion • Intestinal Motility
  - Resistance to Infection
  - Immune Response
  - Rest and Recuperation
  - Circulation to non-vital organs (skin, extremities)
  - Oxytocin (neuromodulator involved in social bonds that allows immobility without fear)
  - Ability to Relate and Connect
- Decreases**
- Defensive Responses

**In order to solve the climate crisis, for social change and climate justice, we must *relearn* how to relate to one another.**

## For Better Conversations and Social Skills...

- Focus on the other person, avoid distraction.
- Listen attentively.
- Do not rush to respond.
- Speak well of others.
- Don't take feedback personal.
- Avoid assumptions and judgements.
- Be yourself.
- Seek opportunities to be compassionate.

# Active Listening

Understanding someone before seeking to be understood.  
Listening without thinking of what you want to say next...



Build trust and establish rapport.



Demonstrate concern.



# Active Listening Skills

Ask specific questions.



Use brief verbal affirmations like:

Active listening techniques can help you truly understand what people are saying in conversations and meetings



Pay attention

Show you are listening

Provide feedback

Defer Judgement

Respond Appropriately

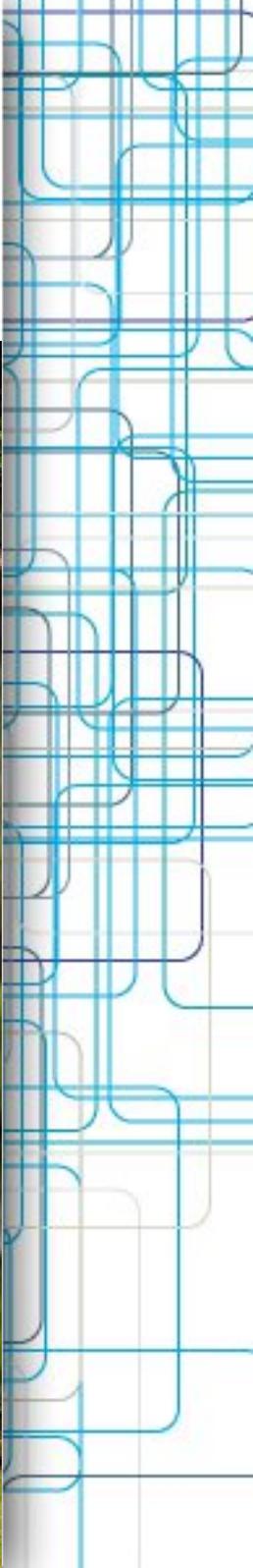
# BE HERE NOW

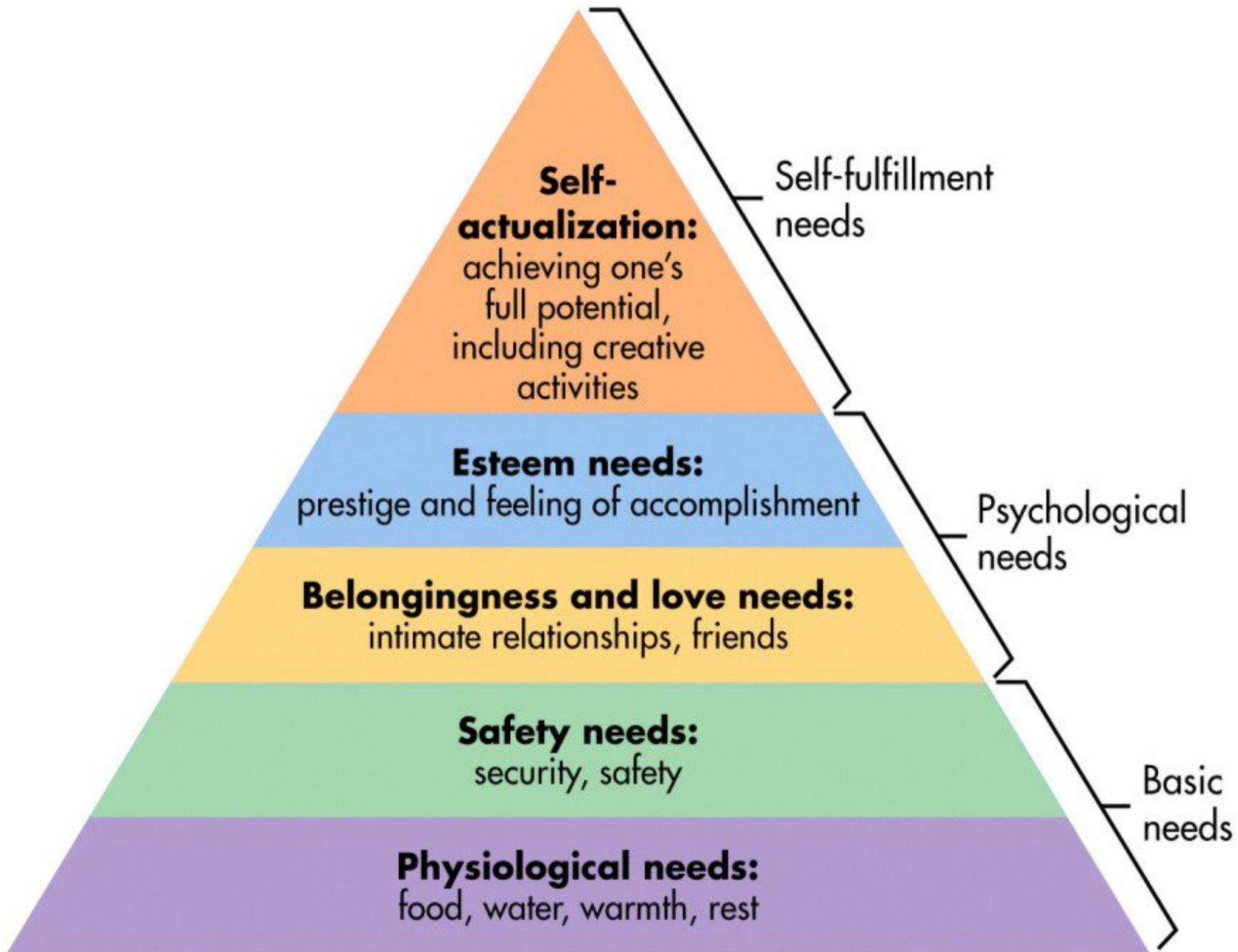


**( take a deep breath )**

# Compassionate Communication

Also known as Nonviolent Communication or NVC, this is how we understand human needs behind behaviors.





Across cultures, human needs are universal. Before or as we solve the climate crisis, people need help.

# Understanding Compassionate Communication

**Observations:** what is happening, describe it without judgement.

**Feelings;** how do you feel? What do you think the other person feels?

**Needs;** what do you need? Acknowledgement, support, security, belonging, freedom? What do you think the other person needs?

**Request(s);** make a request that is specific, concrete and do-able.

We may disagree on behaviors, or strategies to meet certain needs, but we likely have the same needs.

# Some of our universal needs and values:

## **CONNECTION**

acceptance  
affection  
appreciation  
belonging  
cooperation  
communication  
closeness  
community  
companionship  
compassion  
consideration  
consistency  
empathy  
inclusion  
intimacy  
love  
mutuality  
nurturing  
respect/self-respect

## **CONNECTION**

**continued**  
safety  
security  
stability  
support  
to know and be known  
to see and be seen  
to understand and  
be understood  
trust  
warmth

## **PHYSICAL WELL- BEING**

air  
food  
movement/exercise  
rest/sleep  
sexual expression  
safety  
shelter  
touch  
water

## **HONESTY**

authenticity  
integrity  
presence

## **PLAY**

joy  
humor

## **PEACE**

beauty  
communion  
ease  
equality  
harmony  
inspiration  
order

## **AUTONOMY**

choice  
freedom  
independence  
space  
spontaneity

## **MEANING**

awareness  
celebration of  
life  
challenge  
clarity  
competence  
consciousness  
contribution  
creativity  
discovery  
efficacy  
effectiveness  
growth  
hope  
learning  
mourning  
participation  
purpose  
self-  
expression  
stimulation  
to matter  
understanding

# Feelings when our needs *are* met...

## **AFFECTIONATE**

compassionate  
friendly  
loving  
open hearted  
sympathetic  
tender  
warm

## **ENGAGED**

absorbed  
alert  
curious  
engrossed  
enchanted  
entranced  
fascinated  
interested  
intrigued  
involved  
spellbound  
stimulated

## **HOPEFUL**

expectant  
encouraged  
optimistic

## **CONFIDENT**

empowered  
open  
proud  
safe  
secure

## **EXCITED**

amazed  
animated  
ardent  
aroused  
astonished  
dazzled  
eager  
energetic  
enthusiastic  
giddy  
invigorated  
lively  
passionate  
surprised  
vibrant

## **GRATEFUL**

appreciative  
moved  
thankful  
touched

## **INSPIRED**

amazed  
awed  
wonder

## **JOYFUL**

amused  
delighted  
glad  
happy  
jubilant  
pleased  
tickled

## **EXHILARATED**

blissful  
ecstatic  
elated  
enthralled  
exuberant  
radiant  
rapturous  
thrilled

## **PEACEFUL**

calm  
clear headed  
comfortable  
centered  
content  
equanimous  
fulfilled  
mellow  
quiet  
relaxed  
relieved  
satisfied  
serene  
still  
tranquil  
trusting

## **REFRESHED**

enlivened  
rejuvenated  
renewed  
rested  
restored  
revived

# Feelings when our needs are *not* met...

## **AFRAID**

apprehensive  
dread  
foreboding  
frightened  
mistrustful  
panicked  
petrified  
scared  
suspicious  
terrified  
wary  
worried

## **ANNOYED**

aggravated  
dismayed  
disgruntled  
displeased  
exasperated  
frustrated  
impatient  
irritated  
irked

## **ANGRY**

enraged  
furious  
incensed  
indignant

## **CONFUSED**

ambivalent  
baffled  
bewildered  
dazed  
hesitant  
lost  
mystified  
perplexed  
puzzled  
torn

## **DISCONNECTED**

alienated  
aloof  
apathetic  
bored  
cold  
detached  
distant  
distracted  
indifferent  
numb  
removed  
uninterested  
withdrawn

## **DISQUIET**

agitated  
alarmed

## **EMBARRASSED**

ashamed  
chagrined  
flustered  
guilty  
mortified  
self-conscious

## **FATIGUE**

beat  
burnt out  
depleted  
exhausted  
lethargic  
listless  
sleepy  
tired  
weary  
worn out

## **PAIN**

agony  
anguished  
bereaved  
devastated  
grief  
heartbroken  
hurt  
lonely  
miserable

## **TENSE**

anxious  
cranky  
distressed  
distraught  
edgy  
fidgety  
frazzled  
irritable  
jittery  
nervous  
overwhelmed  
restless  
stressed out

## **VULNERABLE**

fragile  
guarded  
helpless  
insecure  
leery  
reserved  
sensitive  
shaky

## **YEARNING**

envious  
jealous  
longing  
nostalgic

**How will you  
choose love  
today?**

# DISCOVER YOUR LOVE LANGUAGE

WHICH LOVE LANGUAGE?	HOW TO COMMUNICATE	ACTIONS TO TAKE	THINGS TO AVOID
 <b>WORDS OF AFFIRMATION</b>	Encourage, affirm, appreciate and listen actively.	Send an unexpected note, text, or card.	Not recognizing or appreciating effort.
 <b>PHYSICAL TOUCH</b>	Non-verbal use of body language and touch to show love.	Hugs, kisses, cuddling.	Physical neglect or abuse.
 <b>RECEIVING GIFTS</b>	Thoughtfulness, make your Spouse a priority.	Give thoughtful gifts and gestures. Express gratitude when receiving gifts.	Unenthusiastic gift receiving, forgetting special occasions.
 <b>QUALITY TIME</b>	Uninterrupted and focused conversations. One on one time is important.	Create special moments, take walks and do small things with your partner.	Distractions when spending time together. Long time without one-on-one time.
 <b>ACTS OF SERVICE</b>	Let them know you are wanting to help, to lighten their load.	Make them breakfast or dinner. Go out of your way to help with chores.	Lacking follow-through on small and large tasks.

Aho mwaba muturuka hose,  
twishmiyeko muri abaturanyi bacu.

*No importa de dónde eres, estamos  
contentos que seas nuestro vecino.*

No matter where you're from,  
we're glad you're our neighbor.

لا يهم اين ولدتم، و لكننا  
سعداء انكم جيراننا.

*Nereden olursan ol, komshum  
oldugun ichin mutluyum.*

We need you to care!  
We're all in this together...

