



JANE SOUTHREN  
CONSULTING

Engage • Inspire • Empower

# Path to Equity

## Aggregated Insights + Actions

*Module 2: The Art and  
(Neuro)science of Relationship  
Building*

*This program contains one  
Professionalism Hour.*



McMillan LLP  
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### Welcome to Insights + Actions Summary

As part of our Distributed Learning Process, Week 4 in every module will be an **Aggregated Insights + Actions Summary** that captures what you've shared with us and with one another throughout the Module. These summaries are aimed at *application, acknowledgement and accountability*

This is your **second** Insights Summary. On the following pages you'll find all of the insights and actions shared by you and your cohort colleagues.

As a reminder: you do not need to feel constrained to sharing insights and actions relating only to the current Module. The concepts and ideas we work with benefit from time and reflection, and we often find that topics raised at an earlier stage of the program are the subject of actions and insights later in the program. That is something we welcome because it shows that the ideas are taking root in your minds and you are reflecting and acting upon them in a longer term context.

As with the Learning Guide you received in Week 2, we encourage you to read this Summary over a couple of times and save it for future reference as you continue through the Program. Often, insights continue to deepen as time goes on, and it might prove useful to you to reflect back on these and others in the coming months.

We hope you find this summary, well, insightful! And we hope it helps you to stay connected to, and take action around, the material we presented in **Module 2 :: The Art and (Neuro)science of Relationship Building**.



## Neuroscience :: SCARF Assessment

Many of you clicked through on [this link](#) and did your SCARF Self-Assessment provided by the Neuroleadership Institute to find out which factors are most heavily weighted for you. Some of you shared your top triggers:

I scored pretty high on the SCARF assessment, especially SCA and F! I was surprised to find out that “S” was my highest score. I read the synopsis afterward and wasn’t surprised to see that competitive people score high in this category – I love to win. But I confess to being ashamed about my competitiveness and the thought that others may perceive me as being interested in taking things on for status reasons or to win. It’s like I’m triggered by status either way! I try and combat my concern about this by emphasizing Fairness and the hope that I can find a way to get ahead while benefiting others. If those conflict, it can be challenging.

I don’t have a top SCARF trigger – I am almost equally split between all five.

**S****C****A****R****F**

## Neuroscience :: Insights

As in the previous module, we asked you to share your *Insights* in connection with **Module 2 :: The Art and (Neuro)science of Relationship Building**. The prompt we used was this:

**Share One Insight:** Tell us about one ‘sticky’ or significant thought or idea that you had arising out of any aspect of this Module. Whether from the Learning Session (Week 1), the Learning Guide (Week 2), or Coach’s Corner (Week 3).

Here’s what you shared:

Sitting in the feeling of being triggered and perceiving risk takes a lot more energy than scanning myself and the other person for triggers and picking up the phone to resolve a concern.

Being put under time pressure (unnecessarily in particular) is a major trigger for me. It prevents me from feeling autonomous, it doesn’t allow me to research and consider my circumstances and give myself the “certainty” that I don’t often get from others up front, and it doesn’t afford me the time to try and reconcile status and fairness considerations. If I have the time to process I can often work past many of my triggers. In realizing this, it’s important I give others the time to do the same.

Use a disconnect as a chance to connect

Thinking about ways to give clients autonomy in the relationship

Working from home can enhance people’s autonomy but also reduce their sense of relatedness.



## Neuroscience :: Insights, continued

I appreciate not being rushed! When people give me time to understand what's being asked of me, or so that I can think through something, I can address the triggers that arise! I need to recognize this when approaching others and give them the same opportunity.

Thinking about the client's experience in the situation and THEIR triggers is really helpful in the moment

Email is a really tough way to connect all the time - hard to read tone and intent

Sometimes a group meeting is needed, not a one-on-one

I might need to help clients connect with me/us without the in person connections they're used to.

Our activities layer upon one another - for the module 1 homework I set a bunch of meetings that I hadn't gotten around to before, and they happened between modules 1 and 2.



## Neuroscience :: Actions

Finally, we asked you to share any **Actions** you took, or felt inspired to or intend to take in connection with the **Module 2 :: The Art and (Neuro)science of Relationship Building** materials. The prompt we used was this:

**Share One Action:** Tell us about any action that you were inspired or committed to taking in connection with what you learned about how the brain enables or impairs our ability to create relationships that we explored in Module 2.

Here's what you shared:

<p>Be conscious of what I've learned in this module in the internal BD and practice group building work that I'm doing as part of my business plan this year. Give people time to adjust to my ideas and make sure I'm framing my ideas to avoid SCARF triggering others!</p>
<p>I approached a difficult client interaction with a view to how the client's SCARF triggers may be causing him to perceive risk, instead of taking his negative comments personally. Most of our proposed changes to the policy were ultimately accepted, and we've been asked by the client to help with another small project.</p>
<p>Try to have the conversation on the phone instead of by email</p>
<p>Try to set up in-person socially distanced coffees with clients and associates. Picking up the phone to discuss issues.</p>
<p>Reach out to the new in-house counsel to try to ameliorate the sense of risk in status for him, in between fires.</p>



## Completing the Module on Neuroscience

Congratulations on successfully completing Module 2! This is the second of ten modules that you'll be participating in throughout the Path to Equity Program, and we hope you enjoyed the experience.

You now have a sense for the flow of each module and what you can expect from each of the weeks. While each Module focuses on a different subject or topic, the key components of how you'll be receiving the content will be the same.

We welcome your thoughts and feedback on how we might have improved this Module, or how we can make improvements on future Modules in the program.

If you'd like to email us with any thoughts, feedback, praise or critique, please do so by reaching out to [jane@southren.ca](mailto:jane@southren.ca)

See you in **Module 3 :: Building Loyal Relationships.**





*jsr*

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