

# **Building Resilience Through Interactive Media**

**Diane Porter, Absolute Infinity**





**It's all about community,  
but first lay a foundation.**

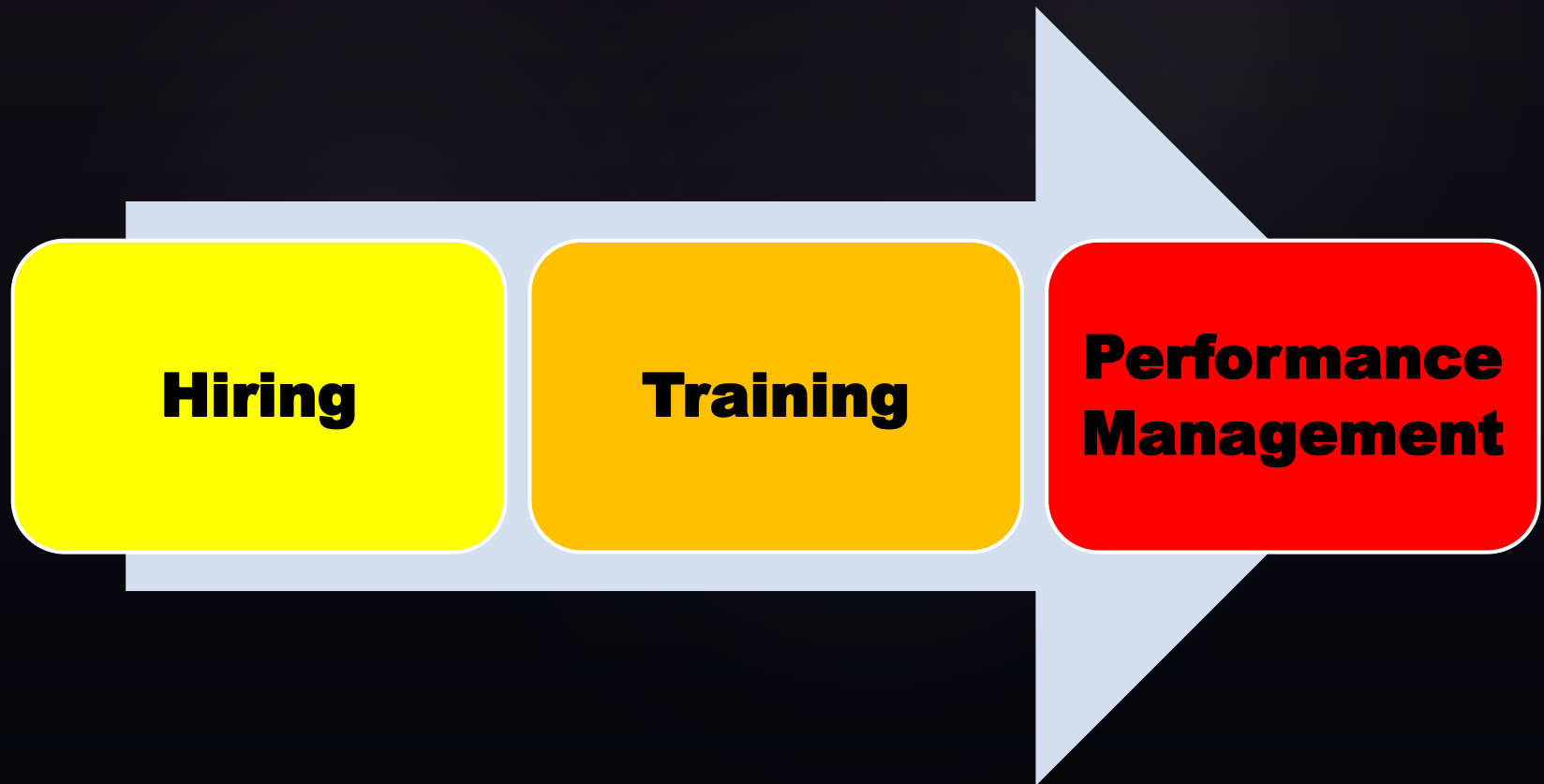
# Great leadership = Empathetic leadership



Empathy is about standing in someone else's shoes, feeling with his or her heart, seeing with his or her eyes. Not only is empathy hard to outsource and automate, but it makes the world a better place.

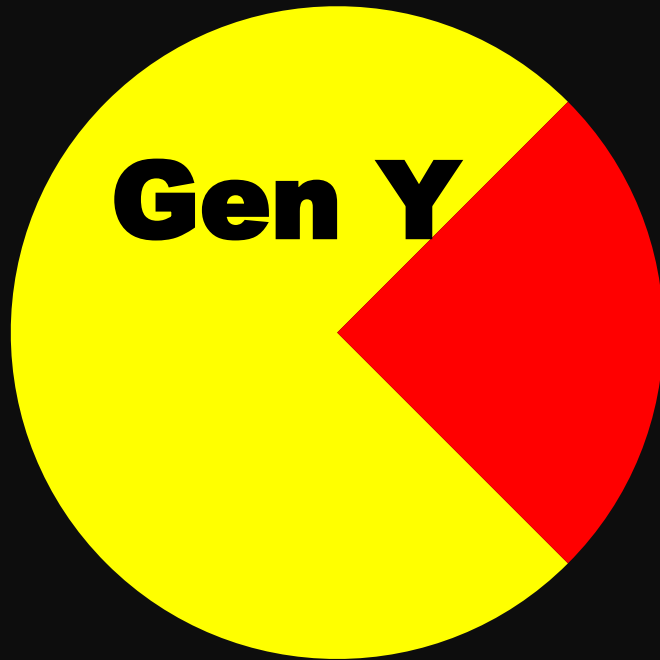
— Daniel H. Pink —

# Empathy Integration





**Emotional Intelligence  
(EQ) Matters ... a LOT.**

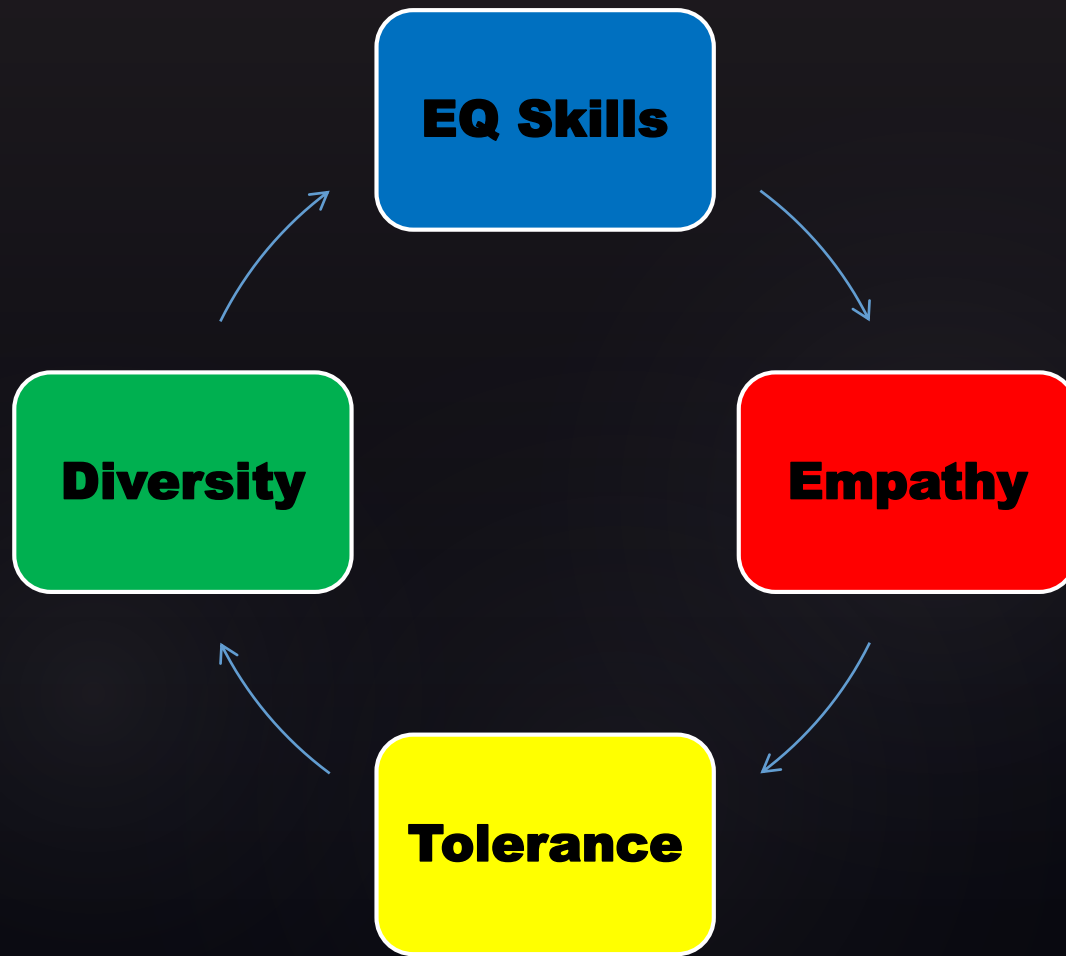


**75%**  
**25%**

**Workforce 2025**



**Workforce 2025**



**You can't have diversity  
without tolerance.**

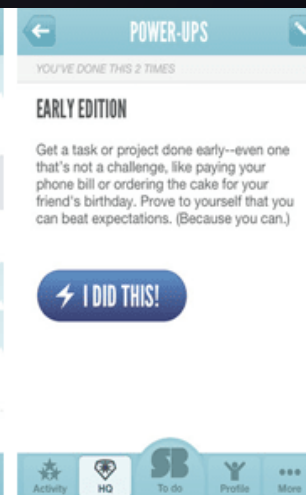


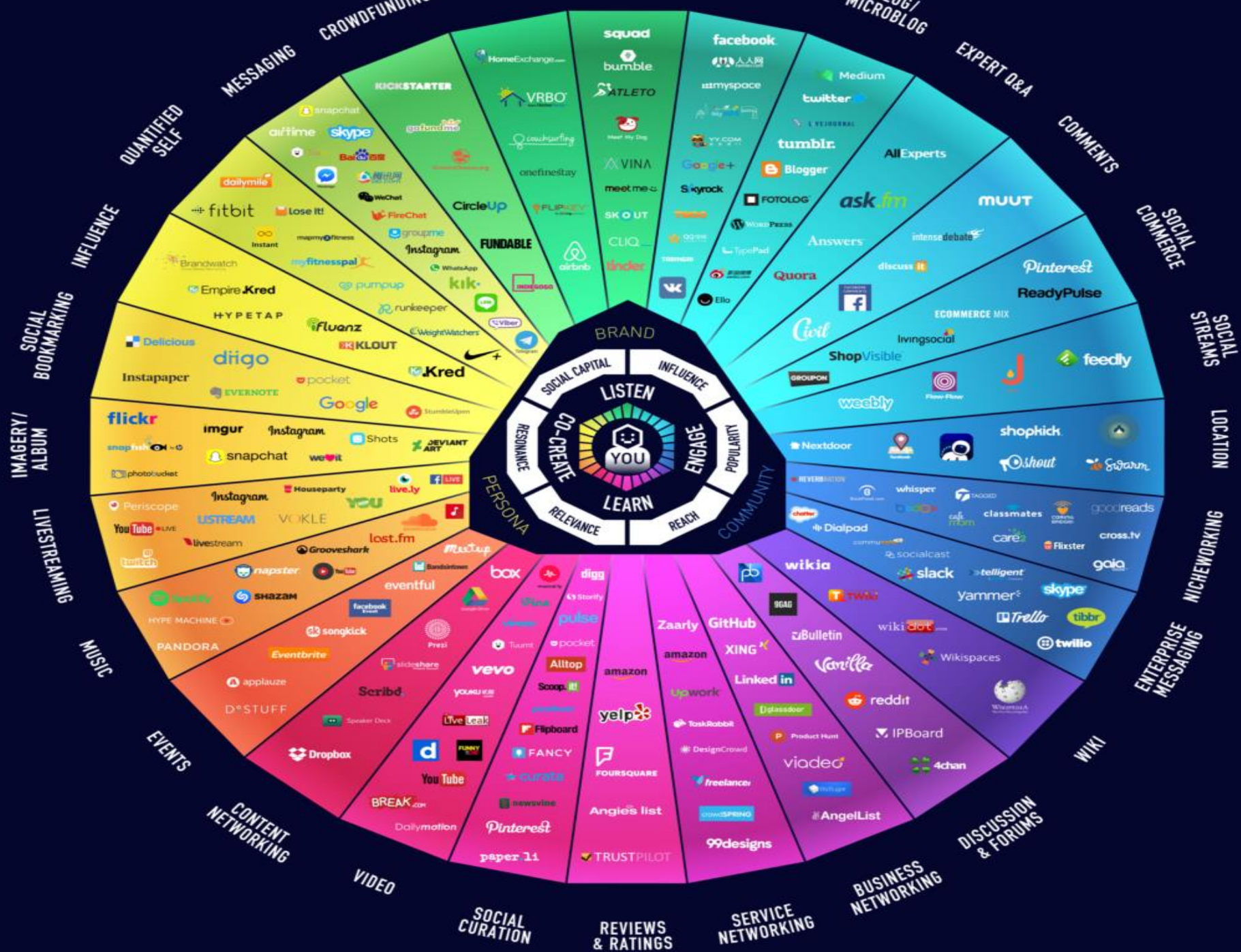
**EQ Skills**

**Resiliency**

**Using Social Media**

**It's less about grit  
and more about recovery.**





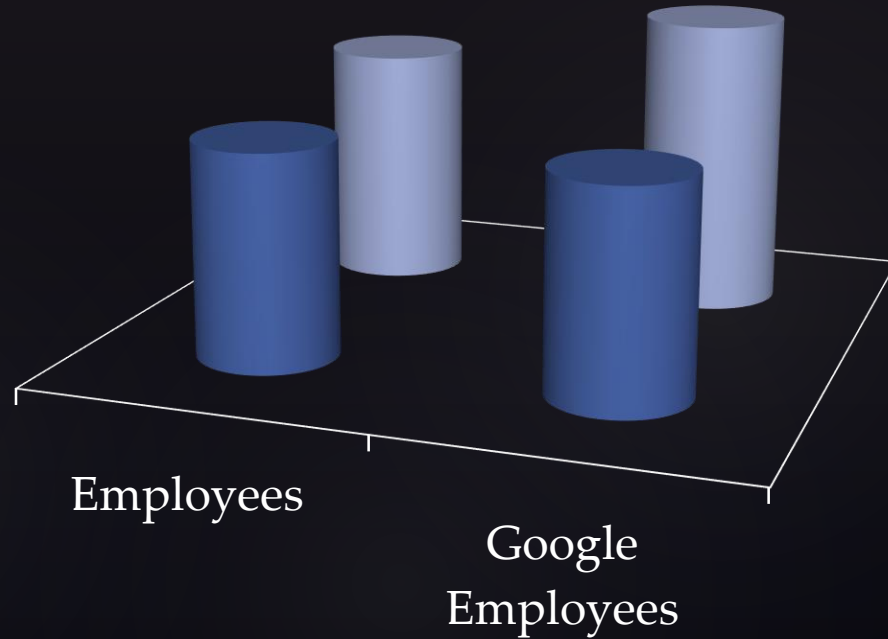


**EQ Skills**

**Optimism**

**Using Positive Psychology**

**Create and support  
better employee engagement**



**Happy employees  
are more productive**

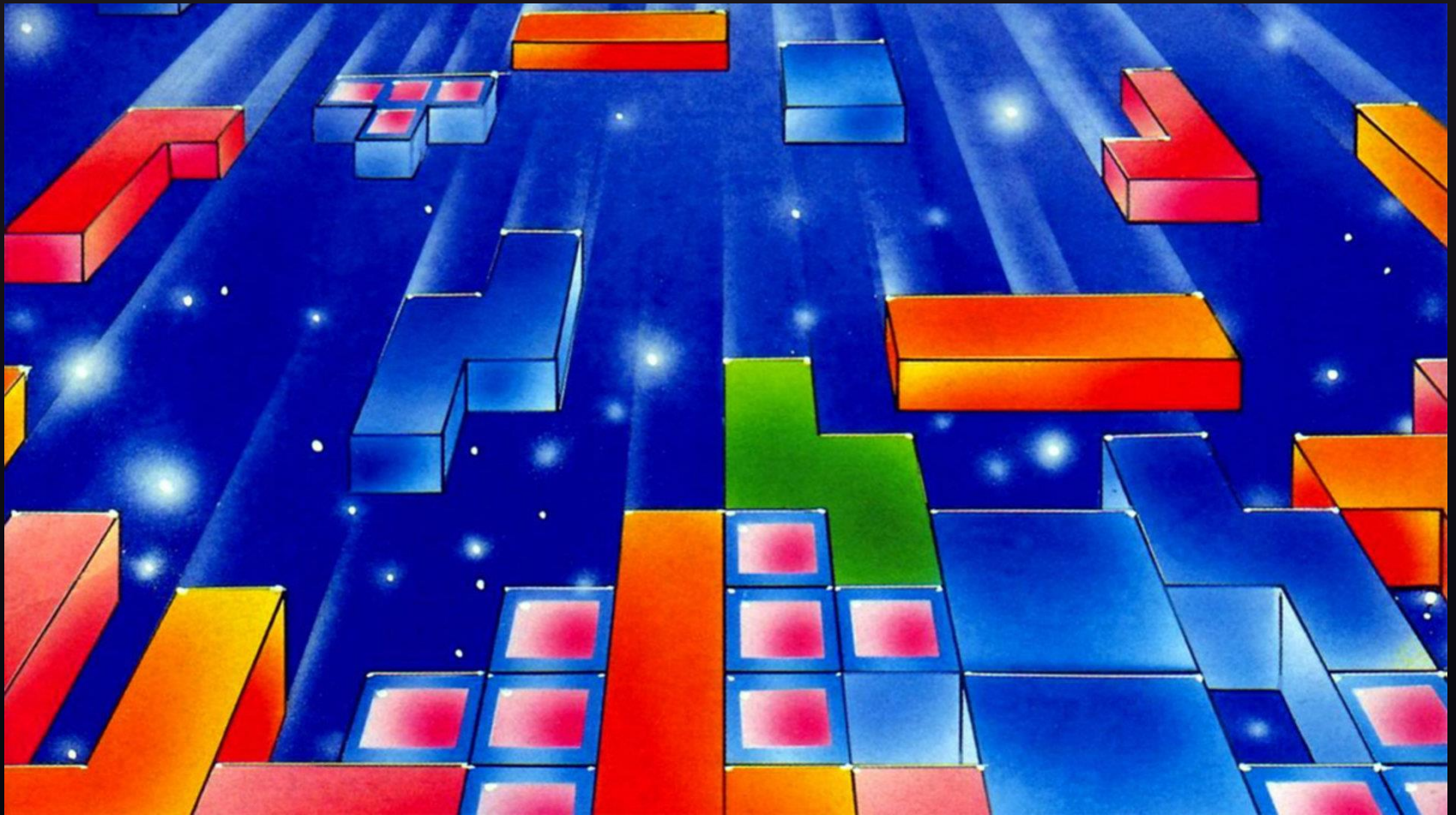
**University of Warwick**





# Mirror Neurons

photo credit Psychology Today



# Tetris Effect

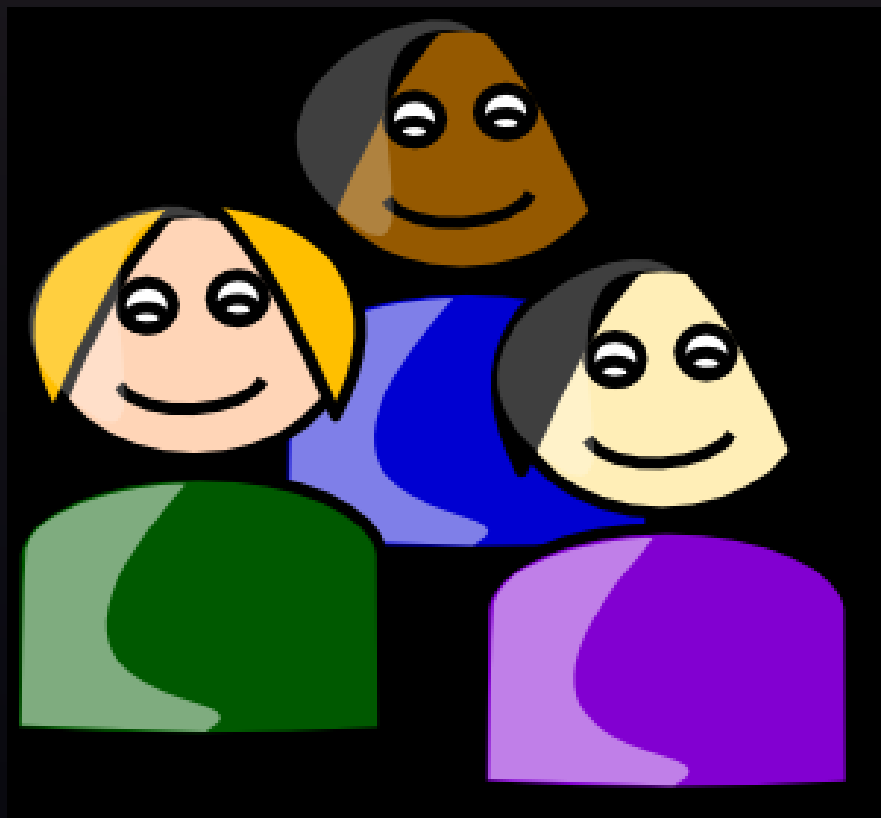
Photo Credit Polygon.com



**Patterns of positivity ripple out**

Photo Credit Gratitude Marketing





**We leave any gathering with  
the attitude of the most  
expressive person in the room**

# Diversity at work



**Gamers**

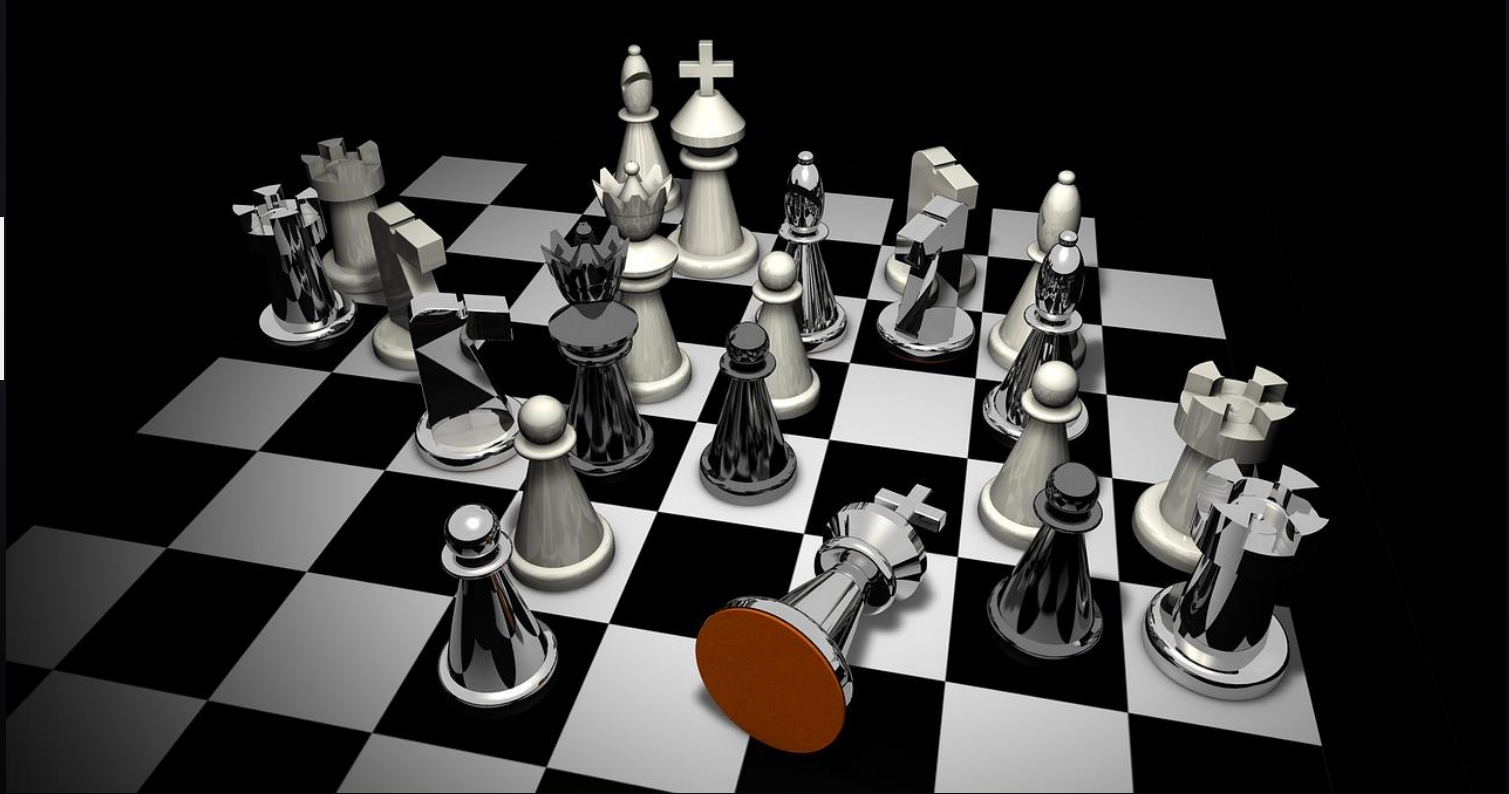
# Gamers



# Gamers



# Gamers





# Gamers



# Gamers





# Gamers



# Call upon these skills:



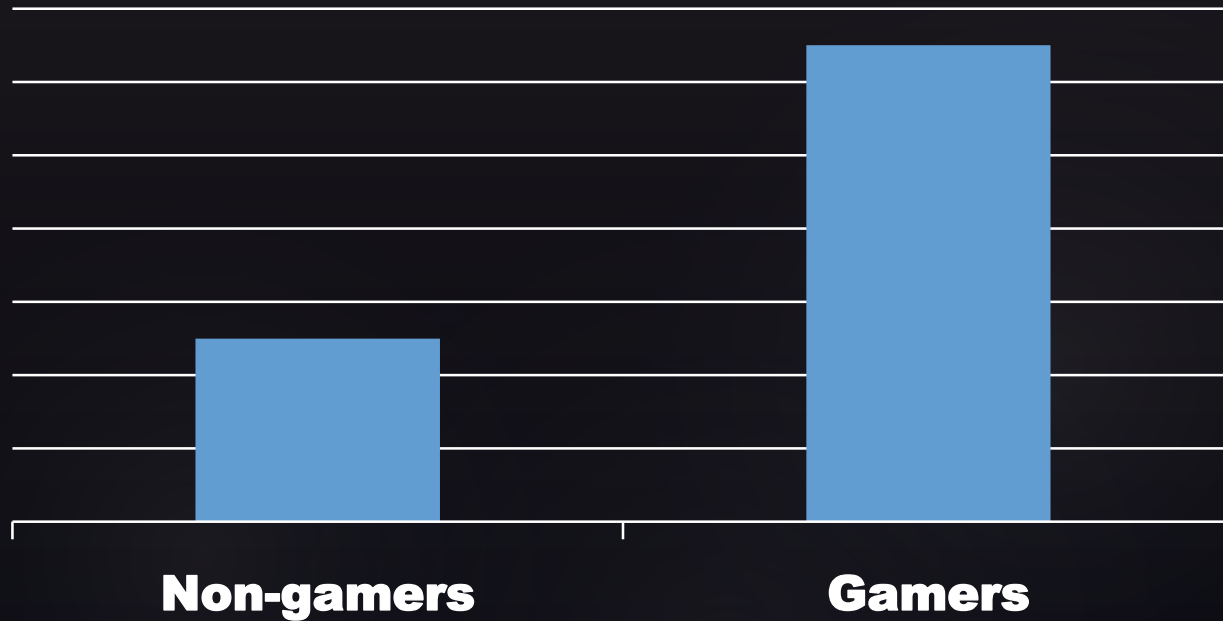
# **#gamerempathy**

## **Hypothesis: Gamers are at least as empathetic as non-gamers.**

**Funded with a grant from Six Seconds**



## Empathy Scores



**Gamers showed, on average, higher empathy scores. Why?**

**#gamerempathy**



# Diversity is organic online



**There is one catch:**

# Community





# Community Manager



**Without an active  
Community Manager  
you have no community.**





**It's all connected**





*Thanks for coming 😊*



# Absolute Infinity Inc.

Gamification , Game Design & Social Media

Games for Positive Change



DianeAPorter

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#GamerEmpathy research project