

# Inspiring Creative Spaces

for new perspectives about  
what matters most to  
Creative Professionals

A practical guide  
on how to tackle  
complex topics like  
gender empowerment, diversity and  
inclusion through  
dialogue



Implemented by



Durban FilmMart



## Acknowledgements

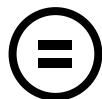
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# Who is this Booklet for?

This booklet is compiled by the creative professional community for the creative professional community: musicians, animators, producers, fashion designers, actors and more. Our working together within the Creative and Cultural Industries is versatile and interesting yet there are real challenges impacting creative professionals; societal and systemic issues of social identity still keep marginalised individuals and groups on the periphery.

Examples include: social perceptions around acceptable career choices can limit the opportunities that the youth believe are available to them and women may find it difficult to choose careers in gaming or music production that may contradict cultural norms. There are also systemic issues that exist but are rarely dealt with such as: sexual harassment at functions and marginalised individuals being limited in their access to training and the internet.

These issues are real and complex and lead to significant limitations for realising the creativity of professional community. The possibility to bring about positive change is not a one-person job, it is a collective effort. Yet the choice begins with each person. With this background, we introduce the purpose of the **Creative Spaces Dialogue**.



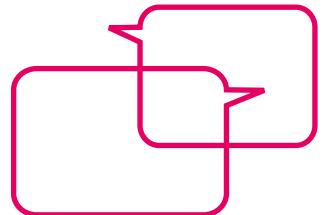
## How to use the Creative Spaces Dialogue Booklet

This booklet is an invitation to create a space for dialogue about real issues that impact creative professionals in your network. It is a way to begin a conversation that opens possibilities for greater community co-operation.

It is important to highlight that this booklet invites dialogue. It is not about debating issues, coming to agreement, or devising an action plan; although these aspects could be outcomes that emerge. In this booklet we are focusing on being in conversation with others in a way that is a bit different. In the process we invite you discover the value of creative spaces and what happens when people feel safe and open to be themselves. The value of this should not be underestimated.

**We invite you not to take our word for it,  
we invite you to try it out...**

This booklet is structured into dialogue exercises. As a creative professional you can explore these activities individually, in pairs or in a small group. You could also create space at an event to invite a creative dialogue between participants working or associated with the Cultural and Creative Industry.



**Pages 4-8** Introduces **Creative Spaces**

**Page 9** Provides **guidelines** on how to use this booklet

**Pages 10-13** **Creative Dialogue exercises** which you can do **individually** and **in small groups**

**Pages 14-15** **Creative Dialogues** for **small groups** or **public events** within the Cultural and Creative Industries

# Creative Spaces

**Creative Spaces** is an umbrella term that captures many aspects of creative freedom and empowerment — safety, access, openness and freedom of expression...

**Creative Spaces**... a space that encourages freedom of thinking and encourages others to do the same. For this to happen the physical or virtual space needs to be safe and invite the freedom to be yourself. When this happens, we grow our collective ability to sense into complex issues and find ways we can address difficulty together. In this experiential booklet, we invite you to discover the ways in which creative spaces can be safe, open and resilient.

Working as a creative professional within the Cultural and Creative Industries prompts being in touch and tuned into what's happening in society. The more we are connected to what is happening around us, the more the influence and impact of the creative craft strengthens and grows. What creative professionals design, produce and convey has an immense power to inspire new thinking, stimulate positive change and bring people together. As a creative professional this is what may be at the heart of why you chose to work in this sector.

Consider for a moment, the beginning point of the creative craft – starting with you, the **Creative Professional**. What's your orientation to your creative craft – are you currently feeling motivated, despondent or tired?



**ME**  
The Creative Professional

Then as you think about communicating and engaging other creative professionals or partners as you turn creative work into art form, products and services — **Creative Professionals working Together**. Do you feel lonely, excluded or engaged?

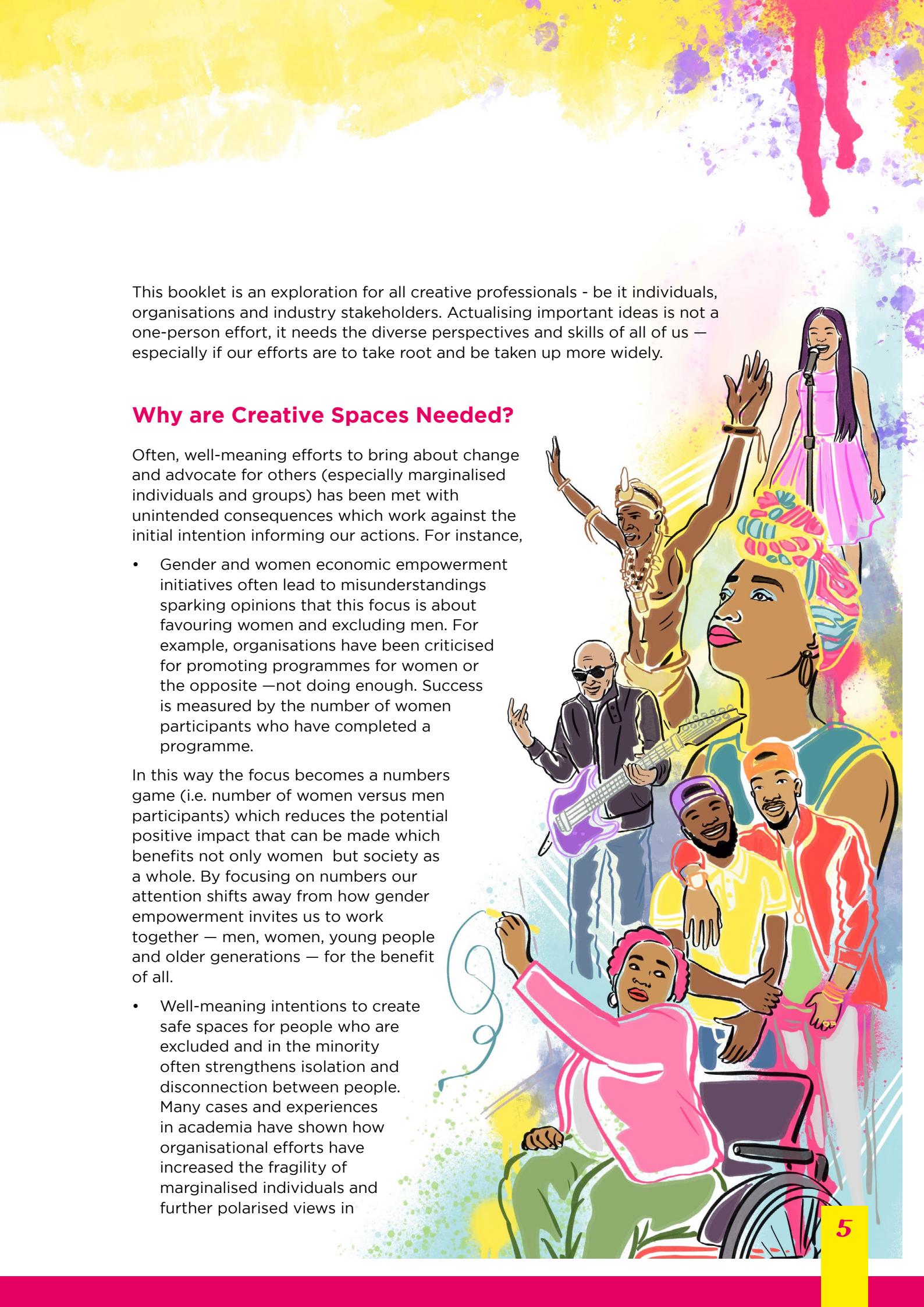


**WE**  
Creative Professionals working Together

As you think about dealing with working in this industry and how you experience its challenges — **Creatives in the Industry**. Does this feel complex, exciting or overwhelming? It is important to think about your response to each one of these. For example, you may feel quite engaged personally but still overwhelmed by the complexity of the marketplace.



**MARKETPLACE**  
Creatives in the Industry



This booklet is an exploration for all creative professionals - be it individuals, organisations and industry stakeholders. Actualising important ideas is not a one-person effort, it needs the diverse perspectives and skills of all of us — especially if our efforts are to take root and be taken up more widely.

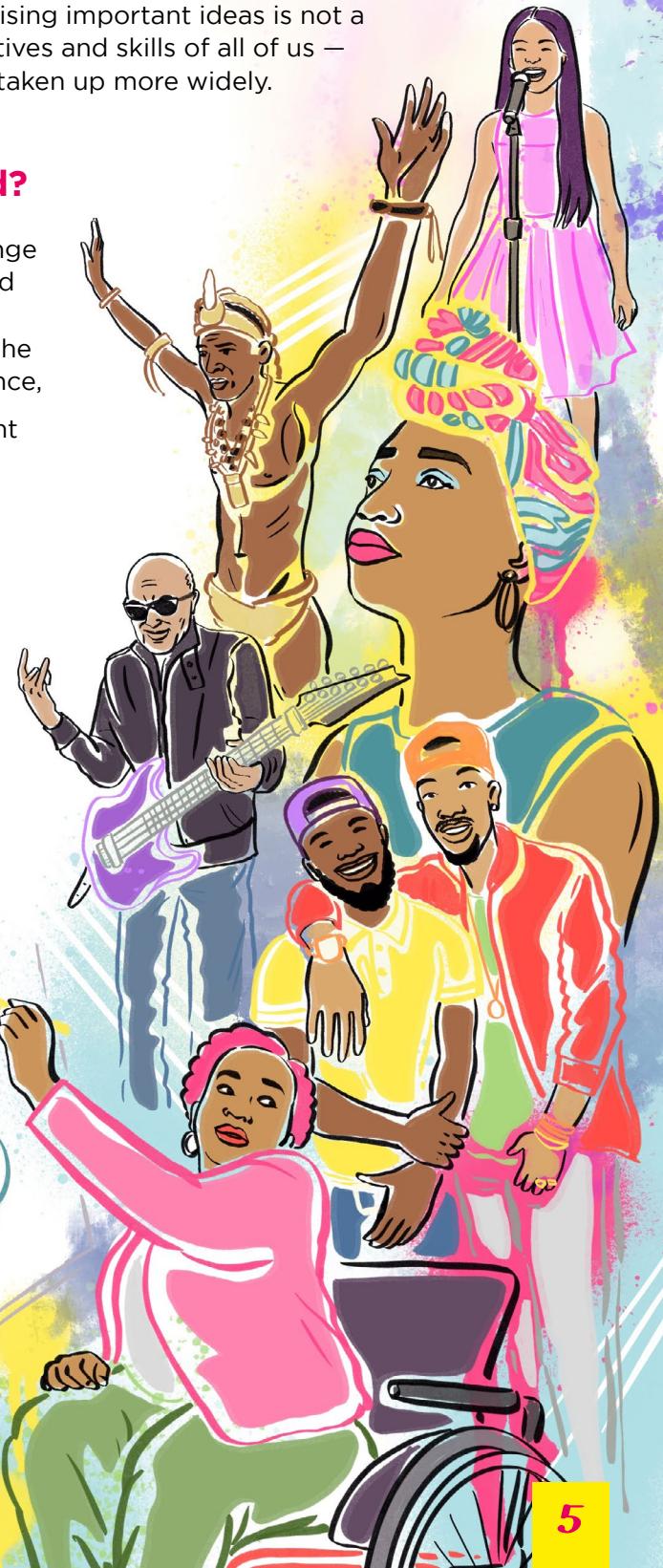
## Why are Creative Spaces Needed?

Often, well-meaning efforts to bring about change and advocate for others (especially marginalised individuals and groups) has been met with unintended consequences which work against the initial intention informing our actions. For instance,

- Gender and women economic empowerment initiatives often lead to misunderstandings sparking opinions that this focus is about favouring women and excluding men. For example, organisations have been criticised for promoting programmes for women or the opposite —not doing enough. Success is measured by the number of women participants who have completed a programme.

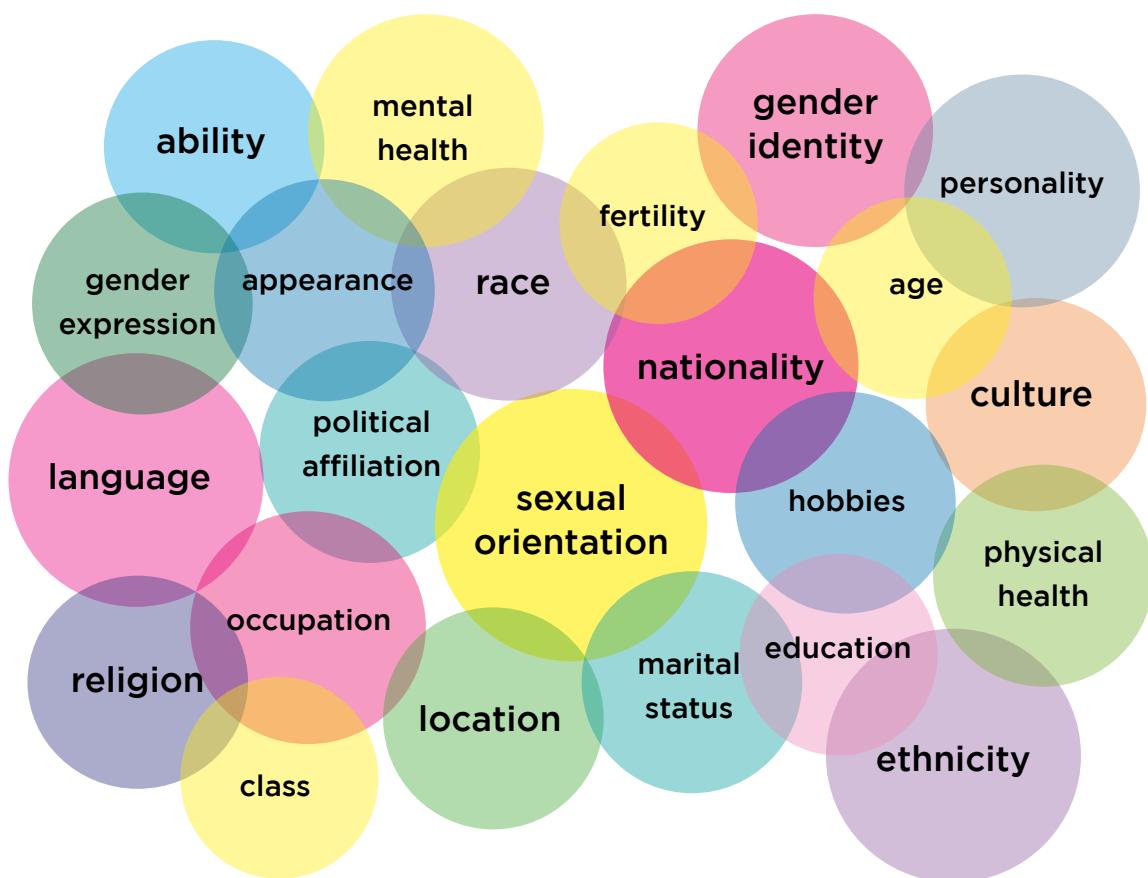
In this way the focus becomes a numbers game (i.e. number of women versus men participants) which reduces the potential positive impact that can be made which benefits not only women but society as a whole. By focusing on numbers our attention shifts away from how gender empowerment invites us to work together — men, women, young people and older generations — for the benefit of all.

- Well-meaning intentions to create safe spaces for people who are excluded and in the minority often strengthens isolation and disconnection between people. Many cases and experiences in academia have shown how organisational efforts have increased the fragility of marginalised individuals and further polarised views in



unhelpful ways. Safe spaces alone do not address bullying and sexual harassment. The social side of the creative and cultural industries makes women and LGBTQI+ people particularly vulnerable. Clamping down on and eradicating these forms of aggression and violation requires all of us to know how to respond. We can consider the power of the collective, in just pointing to the impact the #Me Too movement has had in supporting victims and restoring social justice.

- The many different aspects relating to social identity (i.e. gender, age, race, educational background, income, beauty, or disability...) do lead to discrimination and create barriers to participating in an industry. There is a wide spectrum of positions people, organizations and governments take in relation to diversity, equity and inclusion.



Yet despite the differences of opinion, there is a golden thread of agreement that discrimination and harassment is wrong and must stop. Even though there is shared ground that provides a collective departure point, the media shows how we are caught up in debates that further polarises liberal versus conservative positions. Also considering that in some countries this type of exploration is illegal.

We did not compile this booklet to preach, parent or prosecute others. We are inviting you to bring your own wisdom to the table and feel safe doing it.

## Perspectives on Creative Spaces

There are many ways to think about creative spaces. Creative professionals and organisations used words like safe, open, free and resilient as foundational elements that go hand-in-hand with Creative Spaces. Here are a few initial perspectives that have been shared.



*"Embracing intellectual diversity and fostering open dialogue are fundamental in a creative environment. Encouraging the exploration of diverse ideas, facilitating respectful debates, and establishing environments where individuals can freely express their perspectives without the fear of censorship or negative repercussions is paramount. By valuing intellectual diversity and practicing open inquiry, we nurture a culture of critical thinking, constructive discourse, and mutual respect among creative professionals." - Nick Cloete*

*"A creative space is anti-fragile; the sense of safety grows as creative professionals bounce back from 'safe to fail' experiences. When we work with interns who are starting out, we can appreciate how finding one's way in the creative and cultural industry has a lot to do with self-esteem. The idea of safe space begins in our own heads." - Kebakile Nage*

*"Sustaining SMME growth is vital as many do not make it past the 'five year' hump. Incubators are open spaces for generative conversations which strengthen problem-solving and a sense of a networked community. In this way, creative spaces are vital in fuelling entrepreneurial possibilities and innovative ways of doing things." - Isabelle Rorke*

**Holistic Approach:** At Santuri, we believe in addressing every aspect of the creative practitioner's needs. From fostering personal and organisational wellness to promoting professional growth, our approach is comprehensive and multi-dimensional.

**Joint Initiative:** Everyone at Santuri plays a crucial role in creating a safe and supportive environment. Whether you're part of the team, a student, or a community member, we all work together to give life to a fun and productive environment conducive for creativity, and collective growth.

**"Doing the Work":** Our commitment to safe spaces within the East African music industry is action-focused. Through our leading projects such as SEMA and Kilele, we actively promote the platforming of unique voices, artistic disciplines, and perspectives within our program design and execution. We're dedicated to making Santuri a place where every creative practitioner feels valued and respected.



*"The Durban FilmMart Institute has always operated with an ethos of inclusion and access for all people no matter their race, gender, personal identity and economic background. However, we believe that true inclusivity can only be reached if the spaces are safe for all. Institutions must create this space not only for the audience and industry they serve but also for those who work within these institutions. Therefore, the DFM thinks that it is crucial to not only create avenues towards safe spaces and access for all those involved to improve our respective industry."*

## Durban FilmMart

*"Safe spaces invite a freedom for you to be yourself and express yourself."*

*"When people feel safe, it invites more honesty about ideas and decisions. Collaboration is deeper and we achieve more together."*

*"Being a safe space for others is a conscious choice and a conscious act, it opens the door for honesty and interpersonal connection."*

*"Safe spaces are not stagnant. They are a cocoon inviting the possibility to expand your horizons, change and grow."*

*"Safe spaces also speak to the online space. Safety is physical and virtual."*

*"Safety opens up the possibility for the space to be truly creative."*

*GIZ is committed to shape a future worth living around the world and thus adheres to a feminist development policy. The policy is based on the conviction that sustainable peace, security, and development can only be achieved if all social groups are involved, and structural causes of inequalities are addressed. Since the Creative Industries are inherently embedded in social and cultural structures it is the more important that diverse voices are represented on and off stage. The booklet illustrates an individual and self-determined approach that allows creatives, intermediaries, and other creative industry stakeholders to analyse, question, and actively address intersectional biases, power hierarchies, and causes for discrimination. It provides a great starting point to explore ways to meaningfully work together in the Creative Industries. With this approach GIZ aims to support a growing Creative Economy that is equal, just and diverse. - Alison Blankenhaus, Advisor at GIZ for the Global Project Cultural and Creative Industries*

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# Creative Spaces Dialogue – Me, We and All of Us (Marketplace)

## Introducing Dialogue Exercises

It is the invitation of this booklet to prompt a generative dialogue between creative professionals. We invite you to take up the dialogue exercises that are introduced in this booklet. This form of communication generates new thinking that unlocks the inherent potential held within a creative space. The dialogue exercises have been grouped into the three creative space perspectives: Me, We and Marketplace.

### 1. ME

#### The Creative Professional

Starting with the dialogue exercises that explore how individuals respond to problems and difficulties:

Dialogue 1: My Habits of Responding (Page 11)

Dialogue 2: My Likes and Triggers (Page 11)

Dialogue 3: Becoming Aware of my Habitual Responses (Page 11)



The Creative Spaces Dialogue exercises when applied as whole create a solid foundation for discovering multiple realities that invite deeper insight and learning about challenges that impact creative professionals.

### 2. WE

#### Creative Professionals working Together



### 3. MARKETPLACE

#### Creatives in the Industry

Discovering how we habitually tend to respond to others in supportive and unhelpful ways:

Dialogue 4: The Contribution of each Response Habit (Page 12)

Dialogue 5: Response Habits heating up (Page 12)

Dialogue 6: Experimenting with different Habits of Responding (Page 13)

Uncovering multiple perspectives on complex issues that develop our capacity to respond in supportive ways:

Dialogue 7: Appreciating the Realities of Creative Professionals (Page 14)

Dialogue 8: Opening different Entry Points into Complex Topics (Page 15)

Dialogue 9: Discovering Potential to build on ... (Page 15)

1 The dialogue exercises apply the logic of the InnovationCircle™, developed by Albert Kamphuis.

# ME -The Creative Professional



## Growing Creative Responsiveness

What would the world look like if everyone was more aware of their habits of responding to complex problems and issues?

Our response habits often exert an influence beyond our conscious awareness. Our response habits are deeply ingrained preferences that can be strengths and they can also be overplayed thereby limiting how we view and react to situations. These habits of responding are wired into our brains and were created so we can deal with our reality every day; they are quick reactions informed by subtle assumptions we make. In many ways our unconscious habits can contribute to feeling stuck, excluded and disempowered or unjustifiably determined. These response habits are biases which can increase the degree to which we judge ourselves and others. The invitation here is to explore these unconscious biases so we can become more aware of when they are appropriate and when they are not.

## Response Habits

Each response habit is an unconscious habitual strategy we use to address challenges and conflict. Each strategy reveals what we habitually do to avoid disappointment and frustration<sup>2</sup>:

**Emotional Truthfulness**

**Positive Holding**

**Pragmatism**

Our response habit is one of the most fundamental biases that we have. By knowing it, we can have genuine insight about how we respond to and deal with social injustices that are the subject of much debate and polarisation. Our response habits can be strengths we bring, or they can be overplayed impacting how we tend to deal with social issues. To discover your own response habit, we invite you to complete three dialogue activities individually.

Once you have completed the dialogue with yourself, you may want to share your reflections with another creative professional.



## Dialogue 1: My Habits of Responding

1. Bring to mind three problems that you have responded to recently in which you felt that your response was helpful.
  - Refer to the three word clouds with white backgrounds (pages 16-18). Find 5-10 on any or all the word clouds, that relate to how you responded.
2. Bring to mind three problems that you have responded to recently in which you felt your response did not have the intended results and in retrospect could have been better.
  - Refer to the three word clouds with dark grey backgrounds (pages 19-21). Find 5-10 on any or all the word clouds, that relate to how you responded.

In terms of these three response habits, what stands out?



## Dialogue 2: My Likes and Triggers

1. Bring to mind three problem situations where people have responded in a way that you admired.
  - Refer to the three word clouds with white backgrounds (pages 16-18). Find 5-10 on any or all the word clouds, that relate to what they did that you admired.
2. Bring to mind three problem situations where people have responded in a way that bothered or triggered you.
  - Refer to the three word clouds with dark grey backgrounds (pages 19-21). Find 5-10 on any or all the word clouds, that relate to what they did that caused you some distress.

Relative to the three response habits, is there one that you particularly admire and is there one that triggers you?

## Dialogue 3: Becoming Aware of my Habitual Responses

In the next week observe your “go to” response when problems are presented. See if you can catch your immediate impulse even if it is not spoken or acted out.

# WE – Creative Professionals working Together



The African proverb, "if you want to go fast, go alone, if you want to go far, go together," is applicable here. In addressing social issues of inequity and injustice we need to turn towards each other and bring our best contribution. In this vein the dialogue exercises introduced for Creative Professionals working Together invites a collective discovery of how necessary each response habit is. We need all three to meaningfully explore social complex issues.

## Dialogue 4: The Contribution of each Response Habit

Remember a scenario from your life where people responded to a problem together in a way that was helpful.

Follow these steps...

- Refer to the three word clouds with white backgrounds (pages 16-18). Find 5-10 words/phrases on any or all the word clouds, that reflect your memory of the various responses to this challenge.
- What stands out to you as you review the word clouds? I.e., did one word cloud have most of the selected words? Did one word cloud have no selected words? Were the selections dispersed evenly?
- If there is a word cloud or word clouds that have no responses, find a word or phrase on each of those word clouds that could have been helpful for the Challenge. Explain how.
- For a response that was quite different from your own, say more about that. I.e., Did you find it frustrating, helpful, important...?



## Dialogue 5: Response Habits Heating Up

Remember a scenario from your life when differing responses were in conflict with one another.

- Refer to the three word clouds with dark grey backgrounds (pages 19-21). Find 5-10 on any or all the word clouds, that reflect your memory of the various responses to this challenge.





- What stands out to you as you review the word clouds?
- Were the conflicting responses representative of different word clouds or within one word cloud?
- If this was a group that works together regularly, do these responses reflect a common pattern or an unusual scenario?

### Dialogue 6: Experimenting with different Habits of Responding

A person's identity is made up of many self-images largely informed by our past experience. These ideas we have about ourselves direct our behaviour in many unconscious ways. In this dialogue, explore what in your history you believe influences how you show up as a creative professional today.

- In pairs or groups of three, explore how you see yourself as a creative professional. This exploration invites whoever is exploring to reflect for their own benefit.
- Share your story out loud while others simply listen without comment. There is no discussion just listening and appreciating complex human realities.
- Take turns reflecting. Each person explores out loud for 5-7 minutes.
- Conclude the monologue, by sharing only a word or phrase that you would like to voice that concludes the monologues.

Notice if a response habit became active, especially as you were listening to someone share their experience. For instance, did you want to react to something that was said? (Emotional Truthfulness), did you need to say something supportive and encouraging (Positive Holding), did you want to make a suggestion or offer advice (Pragmatism)?

Reflect on your response habits as a group.



# MARKETPLACE – Creatives in the Industry



The image below summarizes many different challenges and topics relating to gender, diversity and inclusion that are the focus of different research papers and articles within the Cultural and Creative Industries. We invite you to consider how these issues impact you in your immediate reality. We begin by exploring an issue through the lens of your own experience and we ask you to share this with others.

## ME

### The Creative Professional

1. Develop and maintain connections within your professional networks
2. Grow your technical skill and support others
3. Find a mentor or coach working in the industry
4. Develop experience in business management and entrepreneurship
5. Engaging other creative professionals, especially those are different or more experienced than me
6. Engaging virtually with others

## WE

### Creative Professionals working Together

1. Enhancing visibility for women and gender diverse creatives
2. Training/mentoring schemes and open spaces for networking
3. Facilitating access to funding pipelines
4. Addressing the gender digital divide
5. Creating spaces for multistakeholder dialogue
6. Equity in governance structures
7. Eliminating harassment and abuse

## MARKETPLACE

### Creatives in the Industry

1. Non-standard and precarious work
2. Gender pay gaps
3. Seniority, leadership and decision-making power
4. Glass ceilings in organisations
5. Gender stereotypes influencing perceptions about career choices
6. Encourage participation of marginalised
7. Diversity of representations

## Dialogue 7: Appreciating the realities of Creative Professionals

Individually look at the topics listed under ME, the Creative Professional. Select a topic that interests you or currently this topic is relevant to you personally.

Discuss your perspective in pairs or groups of three. Give each person an opportunity to explore their chosen topic, without discussion. Others simply listen and witness the exploration. The speaker explores how they feel about this topic. To support the exploration, consider the questions below:

- What are you concerns relating to this topic?
- What are your hopes relating to this topic?
- What is one step that you can take that would support you in relation to this topic?

After each person has explored. Others are invited to play-back the main ideas they heard. It is important that others don't change or influence the perspective that they have just heard. You are simply acknowledging what you heard in a supportive way, even if what was shared differs from your perspective on the subject.

After you have completed this dialogue, notice how you are affected by what was shared. Did anything surprise you? Were you curious and interested, or indifferent?

### **Dialogue 8: Opening different Entry Points into Complex Topics**

Look at the topics under WE – Creative Professionals working Together. Select a topic you wish to explore and unpack further. Find out who else is interested in the same topic. Unpack the topic using the list of questions below:

- What are the different circumstances you see related to this topic?
- Who is impacted and how are they impacted by this topic?
- What do you wish others knew about this topic?
- What 1 or 2 questions are supportive in exploring this topic?

### **Dialogue 9: Discovering Potential to build on...**

Given the previous dialogue, each person picks a response bias that they feel will be helpful to this topic.

- Select 3-7 words from the word clouds with the white background.
- Hear from each person, why they chose the words they did.

Given the conversation and what was shared, which part of the conversation has potential to build on? If you were to take a supportive next step, what would that step be?



# Pragmatism

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Role Model

## Focus on Objective Facts

Bring Solutions and Alternatives to a Conflict

Teach by Personal Example

Organised

## Being Capable

Bring Curiosity and Creativity to a Conflict

Pragmatic

Not Distracted by Emotions

Knowing how to Present Oneself

## Focus on Goals

## Approachable

Investigate What is Happening and Why it Happens

Ability to Set Aside Personal Feelings to Deal with Problems Effectively

Raising Standards

## Ability to Delay Gratification

Maintaining Clarity

## Adapting

Knowing the Rules

## Effective

Keep Negative Emotions at Bay

Having Deep Information

## Improving Themselves

Solve Problems Logically

## Being the Expert

Specialising

## Focus on Standards

Striving to be Objective

Investigate and Inquire What is Happening in a Logical Way

## Flexible

## Competent

Skillful

Bring Objectivity and Clarity

Outstanding work

## Discover Hidden Issues

Open to New Ideas and Options

Maintaining Detachment

# Emotional Truthfulness

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Share Thoughts and Opinions Tactfully and Boldly

Increase Energy Within a Group

Reality Checks

## Expressing Myself

Inviting Responses from Others

Others Know Where They Stand

## Constructively Challenging Authority

Open about Likes and Dislikes

## Emotional Honesty

Questioning Reality

Letting Off Steam Appropriately

Inviting Candour

Bring Authenticity to a Conflict

Open and Transparent      Prompting Feedback from Others

## Appropriate Support of Authority

Soundboarding

Enable Others to Open up and Share Their Stories

## Encouraging Diversity of Emotions

Brings Trust Through and Honest Expression of Feelings

Invite People to Share and Exchange Understanding

## Expressing Views Independently

Invite Conversation

## Engaging

Express Their Feelings and thoughts Openly

Honest About Preferences

Self Reliance

# Positive Holding

Ability to See What is Good in a Difficult Situation

Enjoy Supporting Others

Build Morale by Helping Others Feel Good

Restorative **Accepting** Inviting a Positive Atmosphere

Helpful Encouraging Others

Seeing the Bright Side of Things

Good Intentions Comforting Deal with Difficulty by Adopting a Positive Attitude

Bring New Perspectives to a Conflict

## Ability to Hold Ambiguity

Deeply Caring

Uplifting

Optimistic and Confident in Solving Problems

Focus on the Glass Half Full

Maintaining a Joyful Outlook

Openness to Change

## Reframing Disappointment Meaningfully

Supportive

See Positive Outcomes or Possibilities for an Issue or Problem

Influencing in a Positive Way

Enjoyment

## Ability to Hold Differences

Purposeful Change

See Positive Qualities in the Environment

Recalling Good Outcomes

Bring Hope to a Conflict

Provides a Healing Balm in Challenging Situations

## Attuned to a Larger Reality

Seeing Wonder in the World

See Potential of Others

Morale Builders

## Attuned to Others

Expressing Appreciation

Stabalising

Making Others Feel at Ease

# Pragmatism when overused

Undermining Morale

## Discomfort with Emotions

Lack of Empathy and Ignoring Others Feelings

Micro Management

## Controlling

Lack of Warmth

Expecting Others to Get On with It

Ill at Ease with Emotions

## Difficulty Slowing Down

Little Patience for the Feelings of Others

Running on Empty

## Can be Intimidating to Others

Frustrated when Others are Not as Logical as They are.

## Dislike for Getting Personal

Restless

## Aura of Indifference

Intellectual Arrogance

Imposing Order

## Defining the Steps with Little Collaboration

Professional Mask

Elaborate Monologues

Judgemental

## Competitive

Impersonal Atmosphere

Overly Task Driven

Being Judgemental and Defensive as They Think They Know the Best Solution

## Cut Off from Feelings

Losing Temper over Trivialities

Downplay the Importance of Relationships

Rehearsed

## Detached Coldness

Doubt Others Intelligence

Preoccupied

Not relaxed

# **Emotional Truthfulness when overused**

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Shooting from the Hip

React Emotionally to Conflicts

## **Keeping Their Guard Up**

Expect Others to Express the Same Emotions They do

Repetitive Reactivity

Increasing Drama

Need Feedback from People in Order to Know Where Others Stand Towards Them

Fear being Betrayed      Blaming  
Rebelling

Expecting to be Emotionally Met by Others

Controlling Others with Their Strong Emotion

Resentment

Provokes Others to get the Response They want

## **Ambivalent in Receiving Support**

Poor Listening to Others      Speaking before Thinking

Difficulty Articulating Support

Seeking or Defying Advice and Direction

Need to Make Their Likes and Dislikes Known to Others

Reacting Emotionally Before Thinking about Impact

## **Defensive**

Inconsiderate of the Impact of Their Reactivity

Making Interpretations From Limited Facts

Seeking and Holding On to Supporters

# Positive Holding when overused

Wait Too Long to Address Problems

## Timing Not Aligned with Reality

Not Seeing Lack of Their Own Development      Distancing from Real Problems

Avoid Seeing Their Role in Creating Suffering for Self and Others

## Trouble with Boundaries Regarding Needs of Others Problems

## Denying Pain and Negative Emotions

Only Want to See the Good

Downplay Problems and Blind Spots which May then Fester

## Avoid Negative Information

Trouble Balancing Own Needs with Needs of Others

Feeling Overwhelmed by Personal Needs or Needs of Others

Challenges in Balancing Their Own Needs with Needs of Others

## Avoidance of Discomfort      Impatient with Others

Easily Distracted Attention

Feeling Burdened by Needs of Others

## Denying Problems

## Personal Energy is Misused      Checked Out

Over Extention of Self in Supporting a Positive Environment

Gloss Over Issues and Conflict to Avoid Negative Emotion

Trouble with Boundaries Regarding Needs of Self

Avoid Seeing Their Loved Ones or Their Environment

## Sweep Problems Under the Rug

Avoid Seeing Their Own Disappointment, Anger or Neediness

## Insisting Everyone Stay Positive

Selective Attention

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