

Live Virtual Workshop | Adaptive Action Creates the Future

Chat Transcript 02FEB23

- 12:04:05 Royce (she/hers): Welcome to all!
- 12:05:06 Rehana Begum (she/her): hi everyone, Rehana here from Manchester UK
- 12:05:20 Royce (she/hers): And Please put your mic on mute if you are not talking.
- 12:05:30 Ella Firebrace | she/her: Hello, Ella from Norwich UK.
- 12:05:37 Marysia: Hello all, Marysia from Munich, DE
- 12:05:38 ALRinick: Anna Rinick, USDA Animal and Plant Health Inspection Service, near Annapolis, MD
- 12:06:17 Stef Tours: Hi Stef here from The Hague Netherlands
- 12:06:18 Mary Sorvig: Mary Sorvig - Santa Fe NM. I work for an integrated healthcare system as a Program Manager.
- 12:07:36 Sarah Law: Hi everyone, I'm Sarah from Brighton in the UK. Currently working with transport and health systems - both equally complex!
- 12:10:11 Royce (she/hers): What do we see, hear, feel, touch, sense?
- 12:10:44 Royce (she/hers): Subjective—one person's truth.
- 12:10:58 Royce (she/hers): Normative - What do we share, see, believe together in a group?
- 12:11:17 Royce (she/hers): Objective - what is true for all...data
- 12:11:42 Royce (she/hers): Complex truth - all truths are true. But what is most useful at this point?
- 12:11:59 Royce (she/hers): Relevant, useful, applicable in this situation

- 12:13:56 Royce (she/hers): WHAT questions to you all have here?
- 12:14:33 Sarah Law: Tough to get some "engineering" type clients away from the idea of a single objective truth at times!
- 12:14:44 Royce (she/hers): So What? sense making—barriers constraints potential possibility implications, opportunities
- 12:14:54 Kristin Wiersma: @Sarah, truth
- 12:15:37 Royce (she/hers): You are right Sarah. It's very difficult to recognize multiple truths when we've always been told about and rewarded for the 1 truth.
- 12:16:39 Royce (she/hers): When we make decisions for the Institute and for the field of HSD, we always go back to the vision and to the SRs in this So What? phase.
- 12:16:58 Kristin Wiersma: I think the culture reinforces that engineer/objective truth stuff. We are modeling and showing people to think differently some times.
- 12:17:00 Lisa Negstad (she/her): With group working with recently, we discovered that most helpful to add FOR NOW at end of question...e.g. So what leadership decision-making process will work for us, for now?
- 12:17:16 Rich Ann/Washington, DC: Reacted to "With group working w..." with 👍
- 12:17:26 Royce (she/hers): great point, Lisa.
- 12:18:14 Sarah Law: Reacted to "With group working w..." with 👍
- 12:18:38 Kristin Wiersma: Reacted to "With group working w..." with 👍
- 12:18:48 Kristin Wiersma: @Lisa love that
- 12:19:10 Nadia Ackah: Reacted to "With group working..." with 👍

- 12:19:39 Juli Okal: Is there a difference if it's a so what "in pain" vs. "in possibility" stances?
- 12:22:09 Royce (she/hers): Pain is a constraint in the system...in so many ways. There is still a need to do so wht...
- 12:22:26 Juli Okal: Very helpful...thank you!
- 12:22:56 Sarah Law: Even the acknowledgement of pain in the system can be a powerful intervention...
- 12:24:27 Ella Firebrace | she/her: Today an old colleague pointed me to this idea of 'fofo' - 'fear of finding out' which is making me think of this.
- 12:24:40 Sarah Law: Reacted to "Today an old colleag..." with 👍
- 12:25:16 Kristin Wiersma: Reacted to "Today an old colleag..." with 👍
- 12:25:28 Royce (she/hers): Oh my goodness, Ella, that's a great way of thinking about fofo as a constraint, so the next wise action may be to get support as you try to find out. ...
- 12:25:37 Stef Tours: In a sense complex issues are often 'painfully' because they can't be solved totally
- 12:26:00 Ella Firebrace | she/her: Reacted to "Oh my goodness, Ella..." with 👍
- 12:26:09 Marysia: Reacted to "In a sense complex i..." with 👍
- 12:26:56 Royce (she/hers): @Stef, and the AAcycle keeps it from being so painful to me..because while I can't solve the issue, I can take some action that may move us forward even still....
- 12:26:59 ALRinick: I like this quote because it sets criteria that something simple may be quite complex because it is always relative to context and I see HSD the same. Albert Einstein: "everything should be made as simple as possible, but not simpler

- 12:27:39 Royce (she/hers): Anna....that's what I always think when I see that quote...lovely!
- 12:28:28 Lily Martens: Intresting that you explicit that we can always go one step back if useful.
- 12:28:42 ALRinick: it adds a certain nuance to the over simplification of Occam's Razor which is really the same idea
- 12:31:12 Royce (she/hers): Actually, Lisa Bournelis is going to do the facilitation AALab. I'll be there, but she's doing the bulk of the work. She is an HSD Associate and a trained facilitator. It'll be great.
- 12:32:02 Sarah Law: What is the date/time of that Royce? I'm keen 😊
- 12:32:10 Juli Okal: I tried something new this week relating to this. I'm heading into a new chapter. I wrote down all my assumptions. A whole page! I wonder how many will be not true?!
- 12:32:20 Royce (she/hers): I;ll go get that quote...
- 12:33:01 ALRinick: That is an interesting situation...one of my simple rules for those types of facilitations is to always meet people where they are (so you have to spend some time on the what to consider the current as is state)
- 12:34:05 Marysia: In such a situation I usally check in with the group- so what would be useful that we do right now
- 12:34:25 Marysia: more times than not, they come up with solutions that works for them very well
- 12:34:28 ALRinick: It is hard when you want to have people be innovative or change focused but I try to remember that small forward progress is a good so what as far as what is possible or your own expectations as a facilitator
- 12:35:33 Mary Nations: going to Abilene -
https://en.wikipedia.org/wiki/Abilene_paradox

12:36:02 Royce (she/hers): thanks, Mary....

12:36:57 Royce (she/hers): Here's a link to the info about the Facilitation AALab:
<https://www.hsdinstitute.org/learning-opportunities/adaptive-action-labs/2023-aalab-patterns-of-facilitation.html>

12:37:16 Sarah Law: Reacted to "Here's a link to the..." with 🙏

12:37:21 ALRinick: maybe not smooth but stubborn lol

12:37:30 Royce (she/hers): Sarah, sorry I didn't mean quote, I meak link...to many thoughts in my head at the same time!!

12:38:42 Royce (she/hers): Thik abot driving..habit, then the red brake lights in front of you start lighting up

12:40:33 ALRinick: Right now I am trying to use the what, so what and now what to structure conversations using strategic foresight. It has been really helpful

12:41:10 Rich Ann/Washington, DC: Reacted to "Right now I am tryin..." with 🤔

12:41:36 ALRinick: strategic foresight HSD and systems thinking have really fun intersections and the tools can support a lot of things

12:42:08 ALRinick: PLEASE KILL STRATEGIC PLANNING.

12:42:28 ALRinick: the conventional traditional kind

12:42:35 Royce (she/hers): That's exactly what we found with our ftutuig activity just before the COVID shut down...It's how we developed our current vision and simple rules.....

12:42:48 Royce (she/hers): I meant AA strategy, not strategic planning.

12:42:58 Sarah Law: Lets see if we can sneak HSD AA into clients strategic planning 😂

- 12:43:20 Arnold Adolfse: Isn't strategy 'what we eat for breakfast' (Drucker)? So is getting to an institutional level just zooming out?
- 12:44:32 Royce (she/hers): [Interdependent Pairs](#)
- 12:44:44 Sarah Law: I use the analogy of a flotilla a lot with global groups and their strategy...have to be able to tack and flex as the tides/winds etc hit you
- 12:44:52 Maura Lightfoot: Finally sitting at my computer though I've been listening on my phone - so nice to see you, Glenda and Royce, and a welcome reminder of these powerful simple tools:)
- 12:45:07 Royce (she/hers): Great. Sarah!
- 12:45:46 ALRinick: a container:)
- 12:45:58 Sarah Law: Reacted to "a container:)" with 👍
- 12:46:13 Arnold Adolfse: Reacted to "I use the analogy of..." with 👍
- 12:48:02 Juli Okal: Royce, I hear you talking about evolution vs. revolution
- 12:48:08 Arnold Adolfse: Love: going on to find the energy in the differences -;)
- 12:48:17 Marguerithe: Last week Schein died we learned a lot of him about building relationships
- 12:48:41 Sarah Law: RIP Ed Schein
- 12:49:03 Mariël van der Linden: A great example in constant HSD cycle is rehabilitation after an accident.
- 12:49:26 ALRinick: Proprioceptive writing: a method for embodied self-reflection, Dr. Hannah Rose NESS Labs...this is an interesting technique for processing your journey through something
- 12:50:42 ALRinick: proprioceptive writing is exactly what you are saying--just sit with something

12:51:10 Royce (she/hers): Thanks, @Mariel

12:52:21 Mariël van der Linden: To me it is the only way to deal with it

12:52:38 Royce (she/hers): I agree

12:52:50 Mariël van der Linden: Because there are too many uncertain things

12:52:50 ALRinick: UNCERTAINTY=PARENTING 😊

12:53:07 Royce (she/hers): 😊

12:54:53 Royce (she/hers): AND . . . writing your next blog post, poem, novel, paper, report. See today's blog post [When Writing for the Public Is Your Next Wise Action](#)

12:55:05 Nadia Ackah: Reacted to "AND . . . writing ..." with 👍

12:55:19 Janice Ryan: I love the way adaptive action includes every person. People who are analytic and intuitive. People of all ages and abilities.

12:56:24 Kristin Wiersma: @Janice. Yes

12:56:54 ALRinick: another reason I love you guys

12:57:13 Nadia Ackah: Reacted to "I love the way ada..." with 👍

12:58:14 ALRinick: but also with Lean, Strategic Foresight and many others

12:59:09 Royce (she/hers): Turhn assumptions into questions!

13:02:10 Royce (she/hers): + What worked?

13:02:17 Royce (she/hers): -Wht could have worked better?

13:02:29 Juli Okal: + energy thank you!! +bravesouls

13:02:29 Royce (she/hers): ? What quetions are you leaving with?

13:02:30 Lillian Emlet: +the last infographic slide what? so what? now what/

- 13:02:31 Sarah Law: + great to hear stories of using HSD with clients
- 13:02:32 Kristin Wiersma: +examples of how AA works in a variety of contexts.
Love it
- 13:02:34 Dreaming On: + verbal and online chat together
- 13:02:37 Holly Daniels: + Loved the examples, starting with falling in love!
- 13:02:37 Ella Firebrace | she/her: + reinforcing learning
- 13:02:38 Kristin Wiersma: Thank you
- 13:02:39 Emma Pearson: + refresher, and particularly the top tips at the end -
reminders like "sometimes doing nothing is the best next wise action" ...
always love the participative feel!
- 13:02:40 Marysia: thank you, very inspiring!
- 13:02:44 Rehana Begum (she/her): thank you
- 13:02:44 Ella Firebrace | she/her: Thank you!
- 13:02:49 Odile Mijnheer: + try and reflect . thanks
- 13:02:50 ALRinick: +I always like the positive and support environment and
overall kindness expressed by everyone