

Live Virtual Workshop | Ask Better Questions Chat Transcript 04MAR21

- 00:15:47 Miriam Bayes Genis: MirBayéss fromBCN. Hi everyone
- 00:15:48 Ken Ithiphol: Hello from Toronto CAN
- 00:15:49 Terrance Turpin: Terrance - Texas
- 00:15:52 Anna Tansi: Anna Tansi from Hartford, CT
- 00:15:55 Carol Wickstrom: Question for everyone: What is the best thing you've learned this year?
- 00:15:55 sue davis: sue - from vancouver
- 00:15:57 Roya (she/they) Damabi: Hi from Edmonton, Canada in Treaty 6 Territory.
- 00:16:05 Cindy Cox: In Sussex, UK
- 00:16:17 April Schnell: What was the most important thing you've done to facilitate your learning of HSD?
- 00:16:18 Wally - He/Him/His - NJ: Hi everyone. I'm Wally joining you from New Jersey.
- 00:16:19 Myron Lowe: Myron Lowe - Minneapolis
- 00:16:21 Laura Williams: Hi Laura—today in rural North Dakota, USA
- 00:16:21 Marie Pace: Greetings All! Marie here in Connecticut.
- 00:16:38 Elizabeth McNamee ATH: What has been your biggest insight (personally or professionally) over the past year since the start of the pandemic?
- 00:16:45 Jen Heeg: Hi all, this is Jen Heeg calling from Anacostan/Piscataway land in Washington, DC, USA - my question is how to remember to use AA when you're in the middle of a fast-moving complex issue (like, moving day?) :)
- 00:16:47 Barry Vornbrock (he / him): Greetings. Barry Vornbrock. Minneapolis, MN.
- 00:16:47 Julie Crabtree: Julie in Ottawa, Canada - what are you most looking forward to this year?
- 00:16:49 Leah McTaggart: Hello everyone, Leah in London
- 00:17:05 Donna Bivens: What has shaped you?
- 00:17:06 Janice Jaguszewski: Hello — Janice from Minneapolis, MN US
- 00:17:09 France: Content question: What can I do to better assess the other person's capacity to receive a question?
- 00:17:22 Betsy Arnette: Betsy from FI

00:17:32 Royce Holladay: I have learned alot about questions from and with Glenda in the ensuing years!

00:18:03 Jayne Fleener: Are "facts" going to be different in the future where "science" is no longer the metric?

00:18:44 Royce Holladay: Great question, Jayne. That's one reason we have a simple rules that asks us to "seek the true and useful."

00:20:40 Hoffie Conradie: How do I stand in enquiry when I deal with violent people?

00:20:52 paulmarcus: How do we think whiteness is operating in our work?

00:21:10 Royce Holladay: I am seeing some really interesting questions here...making me think....

00:21:34 Dr. Michael D. Miles: What is something that COVID has highlighted as unnecessary from our previous practices and how will this inform our activities moving forward?

00:21:46 Stacie Irwin: How do I help teams who aren't used to working remotely to make sense and respond to serious uncertainty when there are existing work cultures of linear annual planning?

00:21:55 Miriam Bayes Genis: @Hoffie +1

00:22:18 Tamela H: What's driving the questions and do they really care about the answer? What are they really looking for?

00:22:51 paulo saldiva: How we reduce intraurban vulnerability

00:23:56 Janice Jaguszewski: How can I help create a cohesive and collaborative network of 7 regional centers that are based in universities across the US?

00:24:47 Gregoria Smith: I'm mostly observing today. But I can answer if asked.

00:28:15 paulmarcus: What if uncertainty was the most comfortable place to be?

00:28:47 Sophie C: What is different now from what we thought we knew before?

00:29:42 paulmarcus: Einstein talked about "seeing the world through childlike eyes."

00:30:28 Jen Heeg: Love that drawing, Enrico!

00:30:29 Royce Holladay: Yes, I love some of the ways Einstein taught us, without direct instruction, right?

00:31:29 Amy Schrempp (she/hers): Great visual, Enrico!

00:31:33 Gregoria Smith: In small groups that I host in Zoom, in what ways may we bring together and sustain interest week after week while outside us, people are so divided into extreme polarized beliefs. Finding commonalities that avoid peeling off from the meetings.

00:32:04 Miriam Bayes Genis: So, curiosity is fundamental to live in uncertainty as it is in innovation. Innovation is finding new things and ways to do things. How much innovation and uncertainty are linked? Would help us dealing better with uncertainty if being seen from the innovation angle?

00:32:28 stacy becker: +1 Miriam!

00:32:37 Karen Robinson: What is an example of a question which lacks truth?

00:32:50 Bridget Kelly: It might be harder than rocket science.

00:32:57 barriemcclune: Such a great insight @miriam

00:33:07 Betsy Arnette: how do we respond to those who are adamant that their truth is so?

00:33:15 Gregoria Smith: What we have come to use is a format in answering response to topics: ABCD: What were you amazed by in the readings? Bothered by? confused with? delighted by. WE usually get useful resooses that tell us where we are these days.

00:35:39 Gregoria Smith: Then we get to discuss ...

00:36:47 Jen Heeg: Sounds like the inherent challenge of development and philanthropy work: we assume that A acts on/with B, and don't factor in that there is a C, D, E, F, etc also inside the system

00:37:03 Meg Hargreaves: Being a triplet, I know that 3 is dynamic!

00:37:21 Donna Bivens: +Jen Heeg

00:37:22 Leslie Patterson: @Meg! Love that.

00:38:02 Miriam Bayes Genis: So important Royce your example of forgetting SO WHAT?!! thanks

00:38:02 stacy becker: +1 Jen Heeg— and the way Theories of Change are expected to play out

00:38:05 Jayne Fleener: I love the idea of adaptive action that breaks the cycle of back-and-forth, bringing energy to the system, and supporting movement and meaning making, practice and theory building.

00:38:24 Jen Heeg: @Meg I'm the only sister of identical twins - definitely a strong dynamic :)

00:38:38 Yianna Vovides: brb

00:39:06 Tina Smith: I have three kids including twins.....so many iterations

00:39:26 Leslie Patterson: Well said, Jayne!

00:39:58 paulmarcus: Environmental educator, Ed Clark said, the only way to change behavior is to expand context"

00:40:05 Jayne Fleener: ... is it useful (and caring, and compassionate)...

00:40:16 Robin Athey: And maybe coming to understand the really good reasons that they believe what they do? To stand with them?

00:40:32 Donna Bivens: +Paul

00:40:40 Tina Smith: That is one of my favorite things I heard you say a long time ago.....You cannot do someone else's adaptive action for them.

00:41:02 Tina Smith: This is especially important, I think, as a consultant.

00:41:10 Janice Jaguszewski: +1 @Tina

00:41:19 Tamela H: I had to use adaptive action in a tough conversation with my Dad yesterday and I believe it was effective.

00:41:27 stacy becker: @Tina, andas a friend and family member!

00:41:55 Tina Smith: yes, most profoundly in those realms

00:42:10 Leslie Patterson: Yay, Tamela! Asking an authentic question is a hopeful and courageous act, right?

00:42:43 stacy becker: LOL Royce

00:43:16 Tamela H: Absolutely @Leslie.

00:43:59 Dr. Michael D. Miles: Where does the authentic truth reside? We know that truth is a three-faced beast and that leaders are those who dig through the three.

00:44:04 Laura Williams: Nice @Tamela and @Leslie.

00:44:15 mkrausher: Sorry I need to leave. Will watch the recording. Thank you.

00:44:34 Emma Pearson: Every time Glenda says Plato, I first hear Play-doh!

00:44:39 Royce Holladay: Thanks for being with us. Have a great day.

00:44:52 Royce Holladay: Now that's an image!

00:45:04 Rhonda St Croix: LOL to Play-Doh love that

00:46:27 Royce Holladay: She does kinda shift that "t" in the middle of Plato to a "d". Maybe that's left from the growing up in Texas

00:48:51 Tina Smith: Questions moving us out of center seems related to recognizing our ever and always voices

00:51:38 Jayne Fleener: The question sorter goes back to my question about "facts" - how do you address conspiracy theories, for example, with these questions if our "facts" are very different?

00:51:57 Emma Pearson: It strikes me that this is a good therapeutic framework (Question Sorter) for anxiety/grief, etc

00:52:11 Rhonda St Croix: +1 Emma

00:52:25 Stacie Irwin: I'm curious about that process of 'watching for when unknowable may become knowable' looks like in practice within an organization

00:52:27 Roya (she/they) Damabi: When the pandemic will end.

00:52:30 Karen Robinson: When will this pandemic end?

00:52:32 Jayne Fleener: what is unknowable - how long will the vaccine last?

00:52:43 Tina Smith: What relationship will I have with my children when they are adults?

00:52:43 Christine Capra: Unknowable - did the deep state start the virus?

00:52:50 Meg Hargreaves: Will I personally get a bad reaction to the vaccine? - this is a question some relatives are using

00:52:50 Tamela H: How safe or unsafe is air travel?

00:52:53 Barry Vornbrock (he / him): Do vaccines prevent transmission of the virus?

00:52:59 Lynne Devaney: What is the degree that students are learning?

00:53:01 Miriam Bayes Genis: At the beginning the biggest unknowable question was: what's covid?

00:53:03 Janice Jaguszewski: When will we be able to meet in person - coming from many different places?

00:53:08 David: When will I hug my mom?

00:53:10 Miriam Bayes Genis: How to treat it?

00:53:19 Emma Pearson: Unknowable - how will I live my last day?

00:53:20 Betsy Arnette: unknowable wasis how different generations

00:53:20 barriemcclune: What will be the long lasting social-emotional effect of the shutdown on our kids?

00:53:27 April Riordan (she/her): Unknown but knowable? Will office workers continue to work from home, go back to the office, or some kind of hybrid?

00:53:34 Barry Vornbrock (he / him): Will a coronavirus variant emerge that destroys human civilization?

00:53:37 barriemcclune: Who will I become?

00:53:41 Sophie C: what will the 'new normal' be after covid?

00:53:43 Miriam Bayes Genis: when will all this pandemic will end?

00:53:55 stacy becker: What will happen to the economy

00:54:05 Jayne Fleener: Some unknowables take time. What is unknowable today may be answered by next year (for example, how long the vaccine lasts)

00:54:11 Betsy Arnette: oops... different generations respond to the new work ways

00:54:14 April Schnell: How long until we can go out to each without masks?

00:54:16 Miriam Bayes Genis: will it be any other pandemic as a consequence of this?

00:54:17 Christine Capra: What aspects of my work will remain relevant?

00:54:20 Jen Heeg: How will this generation of school kids respond to this year away from their peers?

00:54:24 Donna Bivens: What IS the deep state? I'm playing with the US being the United States of Consciousness1

00:54:30 Hoffie Conradie: How long will I live?

00:54:44 Marie Pace: Yes, I see lots of overlap, for sure. But I must admit I miss the more explicit presence of this lens.

00:54:56 Karen Robinson: There is a difference between unknowable and totally beyond our control though... so I don't know exactly what the world will look like beyond this period of history, but I want to be proactive in influencing! I wouldn't want us to become redundant in futures we can influence

00:55:16 Leslie Patterson: So do we revisit the "Unknowable" bucket periodically to see what we now know? . . .

00:55:21 Gregoria Smith: What interactions between the 3 epidemiological factors: virus (disease agents), the hosts (people) and the physical environment (climate change) can we influence as leaders and influencers?

00:55:25 Janice Jaguszewski: Will we be able to create a new and more equitable society as we emerge from COVID?

00:55:31 Mary Nations: Fascinating, Donna!

00:55:52 Mary Nations: +1 Emma - exactly where I learned this deeply

00:56:05 Miriam Bayes Genis: what's the name of the philosopher?

00:56:18 Rhonda St Croix: habermas

00:56:26 Miriam Bayes Genis: thanks!

00:56:43 Angie Deokar: Where would strategic forecasting fit in the question sorter?

00:56:46 Royce Holladay: @Leslie....that's what I do....put them in the parking lot so people can move toward turning loose of them for the moment.

00:56:46 barriemcclune: Have to run. Love this conversation! Can't wait to catch up with the recording. Thanks all!

00:56:59 Royce Holladay: See ya barrie...

00:57:04 Leslie Patterson: Take care, Barrie

00:58:22 Royce Holladay: Angie...great question—and that's where we take the known and unknown, but knowable, and choose actions that may move us into an unknowable, maybe better prepared or knowing patterns to look for, etc.

00:59:20 Donna Bivens: This is a somewhat culture bound since what "I " is or means varies by culture.

00:59:26 Royce Holladay: @Dr Michael...this is how we think of the usefulness of the kinds of truth and understanding what we're dealing with...and it's about leadership—wherever you stand in the organization, right?

00:59:30 Jayne Fleener: Sounds very Deweyian - pragmatic

00:59:42 Janice Jaguszewski: I was once in a discussion group with a person who felt strongly that she needed to express THE truth. The facilitator acknow

00:59:48 paulmarcus: Sometimes the objectivity in a culture is the subjectivity of those in power.

01:00:19 Janice Jaguszewski: Oops — acknowledged HER truth, but she terribly offended.

01:00:39 Royce Holladay: Good point, Donna...does that make normative replace subjective? I need to think about that.

01:01:21 Royce Holladay: Janice, that's a great example.

01:01:43 Laura Williams: @Donna—do you see that the Four Truths as a tool is culture bound and not likely useful across cultures? Or, are you saying something different?

01:02:13 Karen Robinson: Even calling it a conspiracy presumes it's not true!

01:02:26 Royce Holladay: Donna, would it be more fit if we said that subjective is the individual rather than "I"?

01:02:59 Karen Robinson: This is making me think of police violence

01:03:15 Royce Holladay: I voices an assumption, doesn't it @Karen?

01:03:31 Barry Vornbrock (he / him): I agree with your focus on subjective truth in this situation, Glenda. I have had some interesting conversations starting there that require both a willing suspension of disbelief on my part and unexpected depths of emotional resilience.

01:03:32 Karen Robinson: Royce yes

- 01:03:34 Royce Holladay: And, say more about this and police violence, please?
- 01:03:35 Donna Bivens: Long conversation, Royce! Would love to talk to you about it.
- 01:03:46 Dr. Michael D. Miles: Power: looking at issues externally-focused rather than internally-focused. E.G. "How does this affect YOU/THEM?" vs. "How does this affect ME?"
- 01:03:57 Vicki Kipps: I can't thank you enough for this discussion - this was my first time joining and I feel like I've just stumbled on an amazingly thought provoking Netflix series and can't wait to hit Next Episode!!!
- 01:04:06 Marie Pace: I so appreciate Glenda's acknowledgement that it often matters more that it feels true than it is true.
- 01:04:06 Karen Robinson: That there is an unhelpful narrative about police that they are good and honest and fair. When in reality, this is not everyone's truth (experience)
- 01:04:16 Laura Williams: @Vicki—Welcome!!
- 01:04:50 April Schnell: This is incredibly helpful.
- 01:04:53 Miriam Bayes Genis: using the 4 truths to deal with inclusion and diversity!
- 01:05:33 Donna Bivens: lol, Vicki!
- 01:05:52 Lillian Emler: This is really great way of guiding people to see our "truths": if we facilitate these discussions in groups for individual/organizational growth (re: racism, structural barriers, inclusion of all)...what do you do when some people's Individual truth is very hurtful & damaging to others? How do we maintain psychological safety in these conversations?
- 01:06:15 Karen Robinson: +Lilian question
- 01:06:25 Karen Robinson: *Lilian (sorry for misspelling)
- 01:06:27 paulmarcus: Who is the "we" in "we the people?"
- 01:06:58 Royce Holladay: @Vicki....check out our website www.hsdinstitute.org...you can hit "next" through about 5+ years of these!!!Glad you are here and enjoying. Hope you come back!
- 01:07:19 Wendy C. Morris: @Donna - I've used 4 truths (calling them 4 ways of knowing) as a precursor to intercultural conversations - asking people in fishbowl to be listening for which ways of knowing are subjective - someone's individual life experience and knowing and who in the circle do they share that perspective with - normative within normative within normative. Is there anything objective that people who agree is objective? Normative within normative within normative. And what is really useful to moving forward - together or apart.

01:07:30 Royce Holladay: @Paul, good question...I think it's a different "we" now than it was 200 years ago, right?

01:08:06 Miriam Bayes Genis: the contradictions is like finding the interdependent pairs! this is brilliant!

01:09:10 Leslie Patterson: @Paul and Royce — Interesting to think about how there are subjective, normative, and objective truths within the ways we think about "We the People" . . .

01:09:23 Royce Holladay: @Lillian. I love your question about facilitation and the 4 truths around race and diversity. How can we invite people to stand in injury with us about these truths? I'll think about this...

01:09:48 Royce Holladay: Great point, @Leslie. Thanks and thanks @Paul for the question

01:10:36 Angie Deokar: Thank you! I have to go.

01:11:04 Emma Pearson: you could go all Meta and pattern spotting on the pattern spotters - what surprises you about your surprises, what are you wondering about your wondering, etc....

01:11:26 Leslie Patterson: :-). love that, Emma!

01:11:38 Jen Heeg: I'm experiencing "What are the tensions and contradictions?" (I feel like I'm living here, in the 'on the one hand' indecisiveness) - curious how to escape it using other questions

01:11:40 Olga Yiannakis: So great, Emma!

01:11:44 Rhonda St Croix: thanks for the wonderful session. gotta go now

01:11:52 Elizabeth McNamee ATH: Thank you so much ---I always leave these conversations with renewed energy

01:12:02 Roya (she/they) Damabi: Surprises as symmetry breakers!

01:12:06 France Larouche: Adventure!

01:12:07 Lillian Emlet: hope!

01:12:07 Barry Vornbrock (he / him): Gratitude.

01:12:07 April Schnell: Inspired. So useful for me

01:12:08 Janice Jaguszewski: Normative truth — so so important!

01:12:08 Ken Ithiphol: Possibility

01:12:09 Christine Capra: Relief! This is so insightful and valuable!

01:12:10 Tamela H: Hopeful

01:12:11 Robin Athey: Fun!

01:12:11 Wally - He/Him/His - NJ: Enlarged

01:12:11 Julie Crabtree: useful!

01:12:11 Dr. Michael D. Miles: Pronouns

01:12:13 Sophie C: curiosity

01:12:14 Miriam Bayes Genis: inspiration!

01:12:16 Ana Claudia Germani: Courage

01:12:17 Yianna Vovides: asymmetry

01:12:18 Michele Simon: Hope!

01:12:21 Maria Helena: Inspiration!!!

01:12:22 Jen Heeg: provoked

01:12:23 Tom Kenward: opening

01:12:28 Amy Schrempp (she/hers): Hope

01:12:36 Anna Tansi: So rich/dense - and I've heard it before...like drinking Kool-Aide without being diluted with water :)

01:12:38 David: Noticing

01:12:39 paulmarcus: @Royce - In some ways, yes. In many ways, no.

01:12:46 Miriam Bayes Genis: Thank you Enrico!

01:12:50 Royce Holladay: If you want to see what Enrico is drawing you can hover over the upper right hand corner of his picture and click on where it says "Pin" It will show up for you.

01:12:51 Amy Schrempp (she/hers): Thanks, Enrico!

01:12:55 Steve Trivett: Very clear and insightful Glenda. Thank you so much. Very valuable for my thinking and approach to uncertainty

01:12:56 Mark Jeffrey (he/him): Glenda and Royce, So great for me to get reconnected to your way of helping me see and be curious.

01:12:58 Ronda Zakocs: I love how you've shared each of these valuable tools and show what are the what, so what, now what for each one. As always, thank you for sharing your wisdom!

01:13:00 maria: great expansion, thank you very much!

01:13:01 Jen Heeg: Gotta go - thanks so much!

01:13:03 Leticia Guimarães Lyle: peace

01:13:05 Jayne Fleener: what is he using for that?

01:13:06 Robin Athey: so good - thank you!!

01:13:11 Elva Castaneda de Hall: Hello and warm greetings. I look forward tenth recording because I am double-booked again!

01:13:15 Leticia Guimarães Lyle: Enrico is so talented!

01:13:24 Yianna Vovides: I have to jump to another zoom space...

01:13:25 susan brutschy @ASR santa cruz : love this conversation - I feel so much more connected and hopeful

01:13:28 Betsy Arnette: Good for me to re-hear what I heard before and the new you now bring in to perspective

01:13:33 Tamela H: Thoroughly enjoyed soaking up this knowledge and exploration.

01:13:36 Marie Pace: Thanks so much, Glenda and Royce!! Inspired!

01:13:40 Janice Jaguszewski: So happy to see all my cohort colleagues!

01:13:44 Karen Robinson: I have to go - lovely to see you all and thanks for today. Go safely

01:13:48 Amy Schrempp (she/hers): Thank you for the conversation today- very inspiring!

01:13:49 Lillian Emlet: @Enrico so beautiful summary

01:13:50 Roya (she/they) Damabi: Thank you!

01:13:50 Donna Bivens: Thanks. This was great!

01:13:51 Miriam Bayes Genis: Excellent journey! thank you very much!

01:13:51 Leslie Patterson: Thanks to all!

01:13:53 Laura Williams: Thanks everyone!

01:13:54 paulmarcus: Thanks. This was great!

01:13:56 Donna Halkyard, Brown-Forman: Amazing, thank you!

01:13:57 Mark Jeffrey (he/him): Thank you!!

01:14:01 Leslie Patterson: Thanks, Enrico!!! Bravo!

01:14:03 Nicole Scherer: Thank you!

01:14:05 Janice Jaguszewski: Thank you!

01:14:06 Antonella Pagliarani: Thank you for letting us dancing with not knowing and unknowable

01:14:12 Simon Julien: Thank you!

01:14:12 Olga Yiannakis: Thank you Glenda & Royce!

01:14:13 Sophie C: loved it! Thank you :)

01:14:17 Tom Kenward: thanks

01:14:19 France Larouche: Thank you!

01:14:24 Jen Steen: Thank you!!!!

01:14:33 Meg Hargreaves: Thanks!



Enrico Teotti @AGENTEO