

## **Live Virtual Workshop | Find Success in Uncertainty Chat Transcript 07OCT21**

- 12:03:21 Christine Capra - she/her: I love many kinds - but not survival-related
- 12:03:22 Julie Crabtree: Julie, in Ottawa, Canada - all the things... but lately society after the pandemic
- 12:03:28 Chris Stanley: Chris from Calgary Canada, where are we all going, and how do we reconnect?
- 12:03:29 Elva Castaneda: Hello from Laredo Texas! I love surprises but the current uncertainty is beyond my comfort.
- 12:03:39 Carla Blanquier: Carla, calling from Bogota, Colombia. Uncertainty: how to be of service
- 12:04:13 Donna Bivens: Donna calling from Boston
- 12:04:23 Sarojkant Singh: Uncertainty brought about due the terrorist threats @sarojkant
- 12:04:43 François Bachmann: François, from near Lausanne, Switzerland
- 12:05:21 Will Weiss: Will in Apex NC USA
- 12:05:44 Antonella Pagliarani: Antonella. from Milan Italy
- 12:06:00 Susan Brearley: Susan Brearley in Poughkeepsie NY, Hudson Valley, Munsee Lenape indigenous land
- 12:06:06 Olga Yiannakis: Olga, from Cape Town, South Africa
- 12:06:06 Christina Vang: Christina from Minnesota
- 12:06:18 Reed Altman, North Carolina: Reed in Raleigh, NC, USA
- 12:07:09 Mary Nations: You are invited to share where you are today, and something that brings you uncertainty...
- 12:07:18 Donna Bivens: I love the clarity of the HSD vision!
- 12:08:56 François Bachmann: What brings me uncertainty is my agreement to experiment with letting go of my "certainties" (which tend to be beliefs, sometimes limiting). Scary but generative...
- 12:15:50 Charles Lee: There's breath work in adaptive action
- 12:16:22 Tamela Handie: Depending on the severity, sometimes I feel anger and hopelessness.
- 12:16:29 Christine Capra - she/her: I noticed that I tend to have a little bit of dependency - I want a lot of advice from others, but often they're really not able to help.

- 12:16:59 Heather Oxman, Lethbridge: agree that breath is a key component in Adaptive action. Keeping my breath steady and remembering the So What is a vital part of my path when I am fearful
- 12:17:02 Susan Brearley: In uncertainty, my traditional "go to" response was always to become very reflective. What can I do? What can be done? Can I do anything about it? I tend to then take on responsibilities, sometimes for more than is mine to take.
- 12:17:17 Emma Pearson: When I feel uncertainty, I want to find community, someone who has some of my experiences and some of my perspective. I look for "Islands of Sanity" in Margaret Wheatley's language
- 12:17:27 Tamela Handie: HSD has helped me to transform those feelings in a quicker fashion.
- 12:17:45 Donna Bivens: A lot of those doing trauma work are adding fawn reactions---putting those we're afraid of at ease.
- 12:18:02 Sarojkant Singh: think of the alternative world which may be better but with other hurdles. soon the uncertain world poses opportunities
- 12:18:37 Christine Capra - she/her: Fawn reaction! +1 Donna, didn't know that term, but recognize the impulse! Nice to know the label. thx.
- 12:18:48 Donna Bivens: I think we have a lot more tolerance (and resources) for addressing or experiencing anger than there is for grief and fear.
- 12:19:11 Elva Castaneda: to self-soothe, I gravitate to ritual - even the most mundane like grinding my coffee beans to make morning coffee.
- 12:19:35 Mary Nations: Interesting perspective into uncertainty - through identity. thanks Lorna!
- 12:19:41 Heather Oxman, Lethbridge: recognize the ritual making - for me its tea
- 12:22:03 Charles Lee: I'm noticing how being aware of my purpose and values cuts through uncertainty.
- 12:22:21 Donna Bivens: Yes, Charles! So true!
- 12:22:28 Mary Nations: can you say more about fawn reactions, Donna?
- 12:22:28 Barrie (she/her/hers): +1 Charles
- 12:24:54 Roya (she/they) Damabi: I tend to find the unknown more challenging as it often requires choices/decisions. Unknowable pieces I can't know, so I don't have to give them much energy.
- 12:25:58 Lorna Lemay: The unknowable leads to 'letting go' of what is not helpful for you (forgiveness).

- 12:26:10 Donna Bivens: Fawning is people pleasing or system pleasing to avoid conflict.
- 12:26:23 Charles Lee: Roya, what does 'being with' the unknown look like?
- 12:27:16 Christine Capra - she/her: Donna - also, presenting yourself as unthreatening, amplifying your harmlessness façade, right?
- 12:27:36 Mary Nations: oh, thanks, Donna. I was picturing young deer and...uncertain
- 12:27:43 Emma Pearson: Back to Freeze, Fight, Flight & Fawn... I also learned about Face (face into, face up to - e.g., conversation, conflict, etc)
- 12:27:47 Mary Nations: <https://bit.ly/HSDKKNOWN>
- 12:28:08 Donna Bivens: Yes. A lot of people are stressing that sometimes the trauma responses are wise or the only choice.
- 12:29:34 Lisa Bournelis: I'm curious about how the unknown / unknowable can be mixed up by those experiencing anxiety disorders or trauma?
- 12:30:20 Tamela Handie: I really wish I would've had this model for navigating life as a kid. Children need to be taught this in school - asap. Their challenges with navigating wicked issues and patterns will be lessened dramatically as they move into adulthood.
- 12:30:40 Susan Brearley: +1 Tamela
- 12:30:58 Susan Brearley: and that means, that the moms need it asap too
- 12:31:16 Chris Stanley: Is the creative process about uncertainty and discovery over time?
- 12:31:20 Tamela Handie: I agree @Susan.
- 12:31:36 April Schnell: +1 Donna....all responses are adaptive. +1 Glenda: Ideally we can choose
- 12:32:45 François Bachmann: @Glenda: heartfelt thanks 🙏 for sharing this personal memory of yours
- 12:33:05 Tamela Handie: This is so awesome and so needed Susan! Let's do it!
- 12:33:15 Will Weiss: I think of trauma reactions as reaction patterns informed by subjective truth. they are organic reactions, but not necessarily 'wise' as mostly they are not done intentionally.
- 12:34:20 Susan Brearley: In Michael White's Narrative Therapy, he has a map where the the OCD or other outside thing is given a specific name.
- 12:34:35 Charles Lee: That was beautiful, Lisa. Thank you 🙏
- 12:35:04 Olga Yiannakis: Thank you for sharing, Lisa

- 12:37:43 Tamela Handie: Dissecting the uncertainty in this way (even before doing it) already feels easier to digest and navigate.
- 12:39:10 Christine Capra - she/her: +1 Tamela
- 12:40:09 Mary Nations: <https://bit.ly/HSDPATTERNS>
- 12:41:36 Heather Oxman, Lethbridge: these are great questions to open the parlay about future and the unknown. I use them when I am consulting with others about my volunteer work
- 12:41:53 Susan Brearley: "Questions are everything." How many parents have ever shut down an overeager youthful questioner. The ultimate challenge in adaptive action.
- 12:42:38 Carla Blanquier: Im curious about the relationship between reflection/asking questions, pausing to make sense and then the moment to get to a wise action.
- 12:42:59 Susan Brearley: This workshop is a treasure chest full of jewels. Thank you so much for this.
- 12:43:08 Lisa Bournelis: This is helping me be more compassionate around 'standing in inquiry' and curiosity of the other's position.
- 12:43:35 Tamela Handie: +1 @Susan. What a gift!
- 12:43:39 France Larouche: It builds confidence to move forward
- 12:44:48 April Schnell: @1 Tamela!!!! Yes, having these tools as a kid would have been fantastic!
- 12:45:24 Tamela Handie: I have a poor connection here at work. Sorry all.
- 12:45:49 Susan Brearley: YES, have so many ideas!
- 12:48:19 Lorna Lemay: Thanks everyone for your sharing. I have another meeting to join so have to leave this one.
- 12:48:20 Susan Brearley: So sorry that I have to leave a bit early. Thanks so much for this. It's been fabulous. I don't want to leave. Ever. But have to go prepare for adaptive actions!
- 12:48:29 François Bachmann: The questions are helping me manage my energy when facing uncertainty: sorting out the energy-draining unknowables, focusing on the useful with the WHAT questions, finding creative energy in the SO WHAT dynamics and moving into action with just the next action in NOW WHAT.
- 12:49:25 Lisa Bournelis: I've been reflecting on the concepts of triumph and disaster from Rudyard Kipling's 'If'. There have been many of those in healthcare these past two years. How do these fit into the adaptive

action cycle to avoid fixating on these and not getting stuck in one or the others?

12:50:20 Carla Blanquier: Thank you so much Glenda!

12:50:31 Dave Manning: RE- getting into schools.... I used to teach high school Entrepreneurship, and so much of this mirrors the lean start-up method (vs traditional, outdated, "write a big business plan"): identify a problem in a current market, make an assumption, gather data without using resources, incorporate into a minimum viable product, use that to get new data (including failure), etc.. (fail fast ∴ it's not failing it's learning w/ a growth mindset). HSD could look to add this to "entrepreneurial thought in action" and how to think through business decisions.

12:50:35 Barrie (she/her/hers): Beautifully said, Francois.

12:52:13 Mary Nations: I agree, Dave!

12:52:32 Mary Nations: <https://bit.ly/HSDTIME>

12:53:14 Heather Oxman, Lethbridge: Love this visualization of time

12:53:20 Dave Manning: Could you go back 1 slide to the completed/ prompted image, please?

12:53:22 Robin Athey: Glenda, would you show the worksheet with inquiry again?

12:53:50 Monica Leon: @Francois that for the entrepreneurial thought-- may use that with our business clients. And good to see you after so long!

12:53:59 Mary Nations: @Reed, @Will, @Dave - we are all in the Raleigh/Durham/Apex area - nice to see you all here and happy to see you locally too!

12:55:28 Olga Yiannakis: Good suggestion, Dave

12:56:19 Chris Stanley: Do you have a comment about the emergence of unrealized opportunity and outcomes appearing due to the stories shared over time?

12:58:18 Charles Lee: Thanks everyone for the conversation. If you'd like to connect, you can find me here: [www.linkedin.com/in/charles-s-lee](http://www.linkedin.com/in/charles-s-lee)

12:58:33 April Schnell: Excellent and thank you!

12:58:43 Roya (she/they) Damabi: Thanks very much, Glenda!

12:58:51 Robin Athey: So much goodness. Thank you, Glenda and all!

12:58:52 Ana Maria Tamayo: Thank you very much Glenda.

12:58:52 Tamela Handie: This has been so helpful! Thank you.

12:58:57 Olga Yiannakis: + time as a manifold

12:59:04 Emma Pearson: ++ loved quick access to the tools

12:59:09 Heather Oxman, Lethbridge: + the visualization of time and how it works for Climate Change example.

12:59:09 April Schnell: +1...workshop for us to use a real problem; worksheets with bit.ly links

12:59:10 Tamela Handie: + Everything

12:59:12 Sarojkant Singh: +worksheets

12:59:13 Ana Maria Tamayo: The visualization aids were great.

12:59:14 Emma Pearson: ++loved the practice time

12:59:15 Roya (she/they) Damabi: + The visual frameworks we can use that have the concepts embedded in them.

12:59:22 France Larouche: it was awesome and perfect the way it is! Thank you so much!:)

12:59:22 Robin Athey: + practical tools that we can play with - a way to integrate this topic

12:59:24 Elva Castaneda: + the diagrams +

12:59:24 Bernie Saunders: Thanks Glenda again for the stimulation.

12:59:28 Christine Capra - she/her: + the vis frameworks

12:59:30 Tamela Handie: + The dissecting of adaptive action.

12:59:31 Lisa Bournelis: + The reminder that uncertainty brings with it possibility!

12:59:31 Marcelo Perlman: Thank you so much.

12:59:34 Donna Bivens: Thank you so much! So helpful. +the six questions. Like so many resources, I've seen it before but so great in this context of conversation.

12:59:35 Julie Crabtree: + practical tools and questions to get unstuck

12:59:37 Antonella Pagliarani: ++ questions! Thank you

12:59:43 François Bachmann: +++

12:59:46 Will Weiss: + past, future, what now

12:59:51 Will Weiss: thank you!

12:59:56 Dave Manning: Thank you for this ("Long time listener, first time caller")!