

Live Virtual Workshop

How Close is Close Enough? Use Accuracy to Make Sense in Uncertainty Chat Transcript 03FEB22

- 12:02:54 From Claudia Espinel: Claudia Espinel, located in Houston, TX, USA
- 12:03:17 From Royce Holladay (she/her): Welcome to everyone...
- 12:03:24 From Stefano Papini: Stefano Papini, Milan, Italy
- 12:03:57 From nicoleta: Nicoleta Hosszu, hello from Ottawa, ON, Canada
- 12:04:03 From Lindsey Alexander: Hi , Lindsey from Minneapolis.
- 12:04:06 From Leslie Patterson: Leslie Patterson — Denton TX US
- 12:04:10 From Barrie McClune: Barrie McClune zooming in from Oakland California. Nice to see you all!
- 12:04:12 From Ella Davila Auchincloss: Ella Auchincloss here from Middletown RI
- 12:04:18 From Rachel Ferencik's iPhone: Rachel Ferencik, Atlanta
- 12:04:20 From Antonio Sanchez Mena: Antonio Sanchez, located in Ann Arbor, MI (USA). Working for International Baccalaureate
- 12:08:10 From Royce Holladay (she/her): I am not a Physics Nerd, but I love this distinction....So even Poetry Nerds can get into this...
- 12:09:42 From Kate Webster: I am having flashbacks to a client asking for precise scripts for a virtual leadership development program!!
- 12:10:18 From Janice M Jaguszewski: @Kate Banish that memory!
- 12:10:49 From Kate Webster: Tea and chocolate helps, Janice!~ 😊
- 12:10:51 From Royce Holladay (she/her): There ways of working in a system that demands precision, based on assumptions that the world is predictable and certain.
- 12:11:31 From Royce Holladay (she/her): Small changes happen a lot...Big changes happen more rarely.
- 12:11:52 From Royce Holladay (she/her): The Long Tail - using complex statistics to look at economics, politics, etc.
- 12:15:03 From Tamela Handie: Wow @Kate! That's a lot of control!
- 12:16:23 From stacy becker: like focusing on a pixel to see the full tv screen picture
- 12:16:38 From Royce Holladay (she/her): Great simile Stacy...
- 12:17:36 From Matt Cobb | WB | Dakota Lands: There is a dragon between theoria and praxis according to Aristotle.

- 12:17:37 From Daryton Ramsey: This reminds me of some of the challenges of doing equity work within the k-12 education space
- 12:18:12 From Beth Ellen Holimon: I am thinking of generative discussion that someone already has the outcome in mind and the frustration they feel
- 12:18:16 From Ella Davila Auchincloss: I also find the quest for precision is a smokescreen for work avoidance.
- 12:18:31 From Cecilia Stanton Adams: Sometimes the need for precision is a form of resistance to action
- 12:18:44 From Barrie McClune: @Ella yes!
- 12:18:44 From Kate Webster: @ Ella Davila...analysis paralysis!
- 12:18:51 From Mike Norbury: Exactly what happened here in British Columbia with our Provincial Health Officer not wanting to share her data with the Federal government - as she knew the pattern locally
- 12:19:09 From Cecilia Stanton Adams: @dayton I thought I would be the only one seeing the connection of this to equity!
- 12:19:30 From Mike Norbury: So CDE!
- 12:19:57 From Cecilia Stanton Adams: 😊
- 12:20:43 From Royce Holladay (she/her): CDE is the basic theory that Glenda created to explain how patterns emerge in a system...Containers, Differences and Exchanges.
- 12:21:22 From Tamela Handie: CDE...the new love of my life!
- 12:23:13 From Tamela Handie: I love saying the vision aloud. I don't think I'll ever forget it.
- 12:24:33 From Kate Webster: Our brains are wired to fill-in the holes in visual images... does that mean accuracy is more natural than precision?
- 12:24:48 From stacy becker: Love that thought Kate!
- 12:25:06 From Royce Holladay (she/her): I don't know, Kate. Did you ever see a turtle carrying a ruler or tape measure?
- 12:25:22 From stacy becker: or more precise than precision:-)
- 12:25:25 From Tamela Handie: I'm thinking of my own interdependent pair.
- 12:25:33 From Kate Webster: Maybe they have turtools!
- 12:26:02 From Royce Holladay (she/her): Variability at the lower scale gives little meaning of the whole. Variety at the larger scale gives more meaning of the whole.
- 12:26:50 From Royce Holladay (she/her): Ok, Kate...I am so sorry I set that up for you...didn't even know it.

- 12:28:01 From Kate Webster: When working with a client that employed lots of engineers, I would often not use polling, because once they saw a number, they thought the answer was set... no more room for conversation...
- 12:29:14 From Lindsey Alexander: We used Spryng for a national survey — it allowed for stories to emerge.
- 12:29:18 From Peter Horne: Hi Royce, can you tell me the title of the painting that is in the ppt slides earlier please? thanks. Peter
- 12:29:37 From Barrie McClune: Often when thinking about racism. On the individual scale everyone is an exception, but when you zoom out you see a clear pattern.
- 12:29:43 From Charisse Pelaez Walcott: Employee "satisfaction" surveys.
- 12:29:47 From Peter Horne: *painting... 😞
- 12:30:29 From Royce Holladay (she/her): Peter, I can't but will see if I can find it.
- 12:30:40 From Peter Horne: TY
- 12:30:43 From Leslie Patterson: Wondering about how this influences our understandings of the pandemic? Cases? Hospitalizations? Etc.. What is precise data? How useful?
- 12:30:49 From Lisa Negstad (she/her): Example....more precise on workload/time studies doesn't give accuracy on where employees get their energy
- 12:31:09 From Leslie Patterson: Nice example, Lisa!
- 12:31:37 From Mike Norbury: Doctors of BC just released their health authority engagement survey results locally - the results tell us less than 1% of the pattern at a point in time (last September when the survey was completed)
- 12:32:02 From Kate Webster: Leslie... we had some conversation about that in Ontario when the provincial govt starting splitting the hospitalization numbers - who was there as a result of COVID and who was found to have COVID once there...doesn't make a difference to the strain on the system, but looks "better" in the reporting maybe?
- 12:32:21 From Michaele.Gardner: @Peter the painting is a from Seurat's Parade de cirque, 1889. [Wikipedia - Pointillism](#)
- 12:32:52 From Peter Horne: michaele - TY
- 12:32:55 From Leslie Patterson: Thanks, Kate hmmm....
- 12:33:24 From Royce Holladay (she/her): You can see it here, @Peter. Thanks Michaele for the help...[Art wiki - Pointillism](#)

- 12:33:26 From stacy becker: Q: Glenda, you seem to be using both "accuracy" and "meaning" to describe not precise. Are you distinguishing between the two?
- 12:35:03 From Claudia Espinel: Precise seems to be above the water in the iceberg
- 12:35:07 From Royce Holladay (she/her): Precision don't give you emergent meaning—or multi-dimensional meaning.
- 12:35:37 From Daryton Ramsey: It seems we would need a combination and an awareness of all three
- 12:35:56 From Royce Holladay (she/her): If you don't have precision, you don't have documentable knowledge. Accuracy gives us meaning that is not the documentable type...It's is meaning making beyond precision.
- 12:36:10 From Suwilo Chanda - Zambia, Africa: Is it a fair statement to say
Precise = Data
Accuracy = How, Why, Impact, Context
or is it too simplistic?
- 12:36:35 From Michael Gardner: Q: Is there a relationship between finite/infinite games and precision/accuracy constructs?
- 12:36:39 From Lisa Negstad (she/her): This convo is also making me wonder if precision is more useful on bottom left hand corner of Landscape Diagram?
- 12:36:49 From Royce Holladay (she/her): @Daryton, I agree with that. This is not that one is better than the other...it's more about what is fit for purpose or fit for function?
- 12:37:35 From Suwilo Chanda - Zambia, Africa: Or Precision = Quantitative and Accuracy = Qualitative?
- 12:37:41 From Royce Holladay (she/her): @Suwilo, it's fair statement...Probably accurate, whether it's precise or not. It give you meaning that is not a precise measure, right?
- 12:38:30 From Royce Holladay (she/her): That is right @Lisa N. ...precision is best when you are closer to certainty and agreement. But out in the complex and unstable world, it's less useful. Less fit for function.
- 12:38:35 From stacy becker: count the parts v see the whole?
- 12:38:47 From Suwilo Chanda - Zambia, Africa: I feel like you just inceptioned me, leonardo DiCaprio style @Royce
- 12:38:47 From Kate Webster: Just had this conversation with a bunch of Org Designers - the intended design evolves into an emergent design and

then on implementation becomes a perceived design by the people for whom it was designed...

- 12:38:56 From Barrie McClune: reductionist versus hollism
- 12:39:29 From Maura Lightfoot: 😞
- 12:39:31 From Royce Holladay (she/her): That's also a useful way to think of it, @Suwilo...qualitative and quantitative.
- 12:39:54 From Barrie McClune: Simple rules!
- 12:40:18 From Royce Holladay (she/her): Sorry, @Suwilo, I am not familiar with that movie so I hope it was not a bad thing to be "inceptioned".....
- 12:41:24 From 79361920620: Hi every one! Good evening and good morning accordingly.
- 12:41:38 From Barrie McClune: Also seeing a relationship between fit for purpose depending on which game we're playing (infinite or finite.)
- 12:41:54 From Royce Holladay (she/her): Good point, Barrie.
- 12:42:48 From Kate Webster: I loved seeing a very precise client start to frame accuracy as of value - they called it "skill of the trade" - things for which they could resist building SOPs... trust went way up, because employees felt they were trusted and their experience was valued
- 12:43:15 From nicoleta: "the observer" might influence the acuracy
- 12:43:15 From Mary Nations: nice, Kate!
- 12:43:19 From Lindsey Alexander: What a great effect, Kate!
- 12:43:37 From Royce Holladay (she/her): Great example @Kate....the science vs the art of whatever work you are doing
- 12:44:17 From Leslie Patterson: I'm trying to think about whether/how "precision" and "accuracy" apply to subjective and normative truths. Ot is accuracy the realm of complex truth?
- 12:44:20 From Letizia: Could having "principles" instead of rules a more adaptive way of being accurate?
- 12:44:20 From Royce Holladay (she/her): @Nicoleta, that's a good thing to think about. I
- 12:44:33 From Suwilo Chanda - Zambia, Africa: @Royce, a comparison would be a jedi master. Yoda-Style. Definitely not negative
- 12:44:49 From Janice M Jaguszewski: Precision = few data points; Accuracy = many data points?
- 12:45:14 From Janice M Jaguszewski: data points = information

- 12:45:26 From Royce Holladay (she/her): @Letisia...good question...and yes, we talk about simple rules as being the "active" form of living out our principles.
- 12:45:47 From stacy becker: one dimensional in measurement v multi-dimensional (complex)?
- 12:46:04 From Ken Ithiphol: What I'm hearing is Accuracy helps provide clarity and coherence to help guide meaning-making and action-taking.
- 12:46:14 From Royce Holladay (she/her): @Suwilo, thanks for that. I am relieved...Thanks for the comparison...although aI am not sure that's either accurate or precise for me.
- 12:46:26 From stacy becker: Not decontextualized! aha
- 12:46:26 From Tamela Handie: Interesting that I've always leaned on my stories and impacts as precise and numerical representation as accuracy.
- 12:46:46 From Royce Holladay (she/her): @Letizia, my chat autocorrected your name. sorry.
- 12:46:54 From Claudia Espinel: Precise: Titles (degrees/positional) Accurate: Adaptive action
- 12:46:55 From Lisa Negstad (she/her): Playing with this idea... Precise = Organizational Structure and Accurate = Role Clarity and Fluidity
- 12:47:02 From Ella Davila Auchincloss: precise=my weight accurate=how my jeans fit
- 12:47:14 From Lindsey Alexander: Yes ella!
- 12:47:22 From Lisa Negstad (she/her): @Ella yes!
- 12:47:26 From stacy becker: once had a budget estimate of something like \$8,563,231.25 OR \$3,498,000.62. Very precise but NOT accurate
- 12:47:32 From Andrea: precise: child's grade on one test. Accurate: teacher reflection on child's progress, capabilities, potential etc
- 12:47:47 From Mike Norbury: What comes up for me is also finite or infinite games and if someone believes we are living one, not the other, then by definition, our approach to accuracy and precision must differ
- 12:47:52 From Leslie Patterson: Glenda: "Accuracy can be contextualized." That sounds important...
- 12:47:57 From Elva Castaneda: Educational platforms and their dashboard giving quantitative data on participation AND the meaningful exchanges on the discussion boards
- 12:48:53 From Mike Norbury: Totally agree with @Leslie
- 12:49:38 From Elva Castaneda: Data, information, knowledge, wisdom

- 12:49:49 From Stefano Papini: Precise: Business plan - Accurate: Strategy Map
- 12:49:54 From Claudia Espinel: Precise: Diversity Accurate: Inclusion
- 12:49:54 From Royce Holladay (she/her): Nice build, @Elva
- 12:50:19 From Barrie McClune: Love that @Claudia
- 12:50:51 From Lindsey Alexander: @Claudia 🙌
- 12:50:55 From Royce Holladay (she/her): @Claudia, that is interesting...Can you say some more there?
- 12:51:02 From Hoffie Conradie: In education assessment: Precise - MCQ's; Accurate - work-placed -based assessment over time
- 12:51:03 From Kate Webster: Does quantum physics now allow us to be infinitely more precise?
- 12:51:25 From Leslie Patterson: Glenda: "Precision and finite games = low # of dimensions; Accuracy = high dimensional"
- 12:52:02 From nicoleta: @Kate I too was thinking of quantum physics when I asked about the observer
- 12:53:39 From Royce Holladay (she/her): For those of you who may not be aware, she is going through our Simple Rules...Inquire into the system ...find differences that maeke a difference, zoom in and zoom out...etc.
- 12:53:49 From Kate Webster: That connects to the previous example... knowing that 15% of the 32.5% of those employees are working remotely gives you more info to build an accurate picture of the issue
- 12:54:40 From Kate Webster: Not useful to extrapolate but very useful in a place which needs that precision...like managing safety equipment/systems
- 12:56:50 From Royce Holladay (she/her): It's not the headache/heartache today, it is the stories we tell about how we have grown, what we have learned, what hope we see...
- 12:57:40 From Kate Webster: Seeing these as an interdependent pair makes it more "easeful" to move along the continuum as needed... how much of which and when
- 12:57:51 From Royce Holladay (she/her): I love that, Kate.
- 12:58:05 From Royce Holladay (she/her): How you said it. Very poetic
- 12:58:16 From Claudia Espinel: When we want to increase energy in a group we can do with accuracy? and when we want to lower energy we would co into precision?
- 12:58:49 From Michaele.Gardner: + Fabulous, insightful questions from attendees. Great examples!

12:58:55 From Royce Holladay (she/her): @Claudia, I need to think about that...

12:58:55 From Letizia: Thank you, very inspiring and insightful

12:58:56 From stacy becker: Great question Claudia!

12:58:56 From Leslie Patterson: + exploration of many examples . . .

12:58:57 From Janice M Jaguszewski: + loved all the insights in the chat - so helpful!

12:58:58 From Claudia Espinel: + the mix between concept and practice was great

12:58:59 From Ronda Zakocs: + Share a different take (from mine) on the tension between precision and accuracy

12:58:59 From Mike Norbury: + hearing the language of HSD again!

12:59:02 From Tamela Handie: I'm shifting from my belief that my wisdom is precise and that data is accurate. I'm subconsciously placing a higher value on what I think and know versus what others think and know and perhaps placing the two spectrums in opposite containers than what Glenda taught us.

12:59:02 From Barrie McClune: This was amazing. Thank you so much!

12:59:03 From Lisa Negstad (she/her): + A lot of insights packed into one hour - thanks!

12:59:04 From Jacqui Couper: +lovely overview

12:59:12 From Stefano Papini: + very useful!!! thanks!

12:59:19 From Beth Ellen Holimon: love the painting metaphor! and chat!

12:59:19 From stacy becker: +1 on the topic, way it was explored and great chat that resulted

12:59:22 From Jacqui Couper: -need time to process this

12:59:28 From Lindsey Alexander: +a useful deep dive into an important Interdependent Pair

12:59:28 From Robin Athey: + Taking these insights into a client call. Super timing. Thank you, Glenda, Royce and all.

12:59:34 From Annekatrin Madlung: + this is all new for me and I have a glimpse of what I do and why! Looking forward to delve deeper.

12:59:43 From Leslie Patterson: Thanks to everyone!

12:59:51 From nicoleta: loved this presentation and chat. Thank you all!

13:00:07 From Jacqui Couper: loved this and thanks