

Session 3 CHAT

- 10:08:06 From Bert Painter : Check-Ins: Questions & Reflections on Barriers & Deliberations
- 10:09:04 From Pierre van Amelsvoort : who is involved in the deliberations how to decide
- 10:09:59 From Pierre van Amelsvoort : how to deal with cultural barriers
- 10:10:12 From David Friedman : How to best synthesize information when there is a lot of it (which is often!)
- 10:10:13 From Bill Zybach : Cultural competency
- 10:10:37 From Larisa Oproescu : lack of psychological safety
- 10:10:45 From Peter Sorenson : I work with a wide variety of organizations in figuring out designs that will work. Pres of STS RT, Adj Prof SMU Lyle School Engineering. Very concerned about the design implications of org design in the Global Pandemic World - not seeing a post-pandemic world. It will be with us and we must adapt to the complexity induced by it.
- 10:10:58 From Jean Fuller : I enjoyed reading the list of barriers to knowledge sharing; nice checklist
- 10:11:06 From Erik Nicholson : Two major areas for me: 1) relationships are critical for much of the work I do, creating/building trust is essential. Doing this virtually has been a real barrier. 2) ignorance about the array of technology available. I feel I've been asked now to be a carpenter and only know how to manage a hammer (kind of)
- 10:11:09 From Bénédicte Monroe : mult-facted situations including matters of confidence, threats, knowledge and political matters
- 10:11:21 From Bill Zybach : Limitation of language - or dialogue to connect strangers
- 10:11:29 From Pierre van Amelsvoort : is there a human scale?
- 10:11:33 From Bénédicte Monroe : multifaceted situations
- 10:11:40 From Bénédicte Monroe : voices in the room
- 10:12:48 From Bénédicte Monroe : What are the tacit topics which need to be uncovered ?
- 10:13:19 From Bill Zybach : Context is going to dictate the barriers, and realtime sensing to address what is uppermost creating noise.

10:13:23 From Peter Sorenson : I have clients who were confused and frightened by remote work. However, some of them are adapting quite well and finding it an opportunity for productivity improvement. However, that productivity improvement is for work on the less uncertain end of the continuum. The more uncertain the work the more challenging it is to do it remotely per my clients.

10:14:15 From Mark Govers : Bert: how to do you know which perspectives are needed if you do not fully understand the topic. Like laien can ask out-of-perspective questions that open new doors (directions).

10:14:39 From Mark Govers : U5-6 situation

10:14:54 From Peter Sorenson : People are very open with me about the psychological pressure they feel from the remote work. I am concerned about the mental health aspects of remote work, isolation, and a less human feeling work setting.

10:14:56 From Bill Zybach : The underlying dynamic of uncontextualized inclusion may get in the way of having the right participants

10:15:47 From Bénédicte Monroe : What are the various issues ? stakes ?

10:16:19 From Bill Zybach : A recent Mckinsey article indicated that for sales folks - at least, remote work has increased productivity by 20%

10:16:30 From Bénédicte Monroe : Lack of psychological safety

10:17:09 From Peter Sorenson : We need to get more explicit about deliberately designing our deliberations. And broaden our inclusiveness. How about people who do not have access to devices and broadband access? Are they left out? Is this “digital divide” increasing the separation of the wealthy versus the poor?

10:17:15 From Erik Nicholson : psychological safety or lack thereof is HUGE

10:17:21 From colleen cuddy : yes, exactly the right people can be in the room but not participate due to psychological safety issues and then outgoing can be effected

10:17:27 From Bénédicte Monroe : psychological safety is a barrier to knowing everything that needs to be known

10:19:34 From Peter Sorenson : Robert Reich’s Advice to the Class of 2020. His last class session in his UC Berkeley class on Wealth and Inequality:

10:19:37 From Peter Sorenson : <https://www.youtube.com/watch?v=FD5YSONkDrw>

10:21:22 From Peter Sorenson : Building a Psychologically Safe Workplace," Amy Edmondson, TED, 04 May 2014

10:21:24 From Peter Sorenson : <https://www.youtube.com/watch?v=LhoLuui9gX8>

10:24:39 From Larisa Oproescu : The Fearless Organization by Amy Edmonson is a great resource, provides tools also

10:24:41 From Steven Alter : -----Consider this 2 X 2:

10:24:45 From Pierre van Amelsvoort to Elizabeth Merck (Privately) : all done perfect i appreciate that well done

10:25:39 From Wilts Alexander : Harder to get at limiting beliefs and mental models remotely. The deliberation and conversation to create shared meaning is challenging when done remotely. Harder to draw real time pictures to create meaning.

10:27:37 From Steven Alter : Consider this 2 X 2: virtual vs. non virtual, and deliberation vs. other type of work. My impression is that most of the barriers to deliberation are quite similar for virtual and non virtual deliberations. Issues related to presence are certainly important, but I wonder whether presence, body language, etc., are really second order issues in comparison with politics, different priorities, different knowledge, etc.

10:29:01 From Elizabeth Merck to Pierre van Amelsvoort (Privately) : Thank you Pierre! That is very nice of you. I am not done perfectly but we are pleased with how it is going.

10:29:33 From Elizabeth Merck to Pierre van Amelsvoort (Privately) : meant to say 'not sure done perfectly'

10:29:47 From Pierre van Amelsvoort to Elizabeth Merck (Privately) : Yes you doing it perfectlu

10:29:53 From Pierre van Amelsvoort to Elizabeth Merck (Privately) : ly

10:31:16 From Mark Govers : Barriers, or maybe more positive: which conditions are minimal needed to deliberate. And as there maybe different types of deliberations, we may need different conditions....?

10:32:18 From Pierre van Amelsvoort : yes and different mechanism

10:33:52 From Pierre van Amelsvoort : is there also a hierarchical coordination mechanism or are common goal? Galbraith Jay

10:39:57 From Erik Nicholson : so is the goal in this model to get to U1? Or is there an outcome where living with a given amount of uncertainty is seen as healthy?

10:40:22 From Peter Sorenson : Eric,

10:40:52 From Peter Sorenson : Some of the work seems inherently uncertain, but some might be able to migrate to more certain.

10:42:07 From Peter Sorenson : So the more we negotiate issues with people we build trust. Having an agreement we have more clarity on terms & conditions. So an uncertain possibly hostile relationship can become more certain, trustful, and constructive.

10:43:03 From Peter Sorenson : So an agreement its a form of Standards Rule Based and Plans Results Based

10:44:57 From Peter Sorenson : I am pondering the oscillation between highly uncertain and more certain - back and forth as issues come up and complexity enters the situation. So you might have an agreement pre-pandemic that works. With the advent of the pandemic you create uncertainty and have to go through the negotiation, agreement creating all over again. So you oscillate back and forth based on the changing circumstances

10:46:52 From Bill Zybach : Is there a link to the presentation? Or when was it sent?

10:47:19 From Bert Painter : Bill, there was an invite with a link sent out yesterday

11:09:21 From Peter Sorenson : When designing deliberations we need to design both the relationship aspect of the deliberation and the technical organizational work aspect of the deliberation.

11:14:59 From Peter Sorenson : And do we add a third design aspect of the design of the process of the deliberation?

11:19:01 From Mark Govers : Zoom-formality ...?

11:20:26 From Mark Govers : The poorness of the 2-D virtual channel...? How to make it rich again? Being able to see out-side the angle of the screen of the participants...?

11:23:53 From Larisa Oproescu : amazing summary, Jon!

11:24:19 From Jon Jorgensen : Thank you for the kind words.

11:29:05 From Larisa Oproescu : that would be terrific, and a very generous offering!

11:29:14 From Bert Painter : A 5th Session: Open-Mike Forum about virtual work (and its future)

11:29:26 From Bert Painter : What are your thoughts Interests?

11:29:26 From David Friedman : There's a better tool for open space than zoom. One that lets you wander from room to room as you want to do. No moderator needed for that.

11:29:38 From Peter Sorenson : I am interested in a 5th session whenever it works for y'all!

11:29:45 From Jon Jorgensen : I would like to attend an Open Space Technology event on line as a crowning event for this course.

11:30:44 From Bénédicte Monroe : I would be open to a 6th session : how to facilitate informality in a virtual setting ?

11:30:48 From David Friedman : Forgot to add -- I will happily share name of tool (which I cannot remember just now!)

11:31:21 From Rahul Sheel : Thanks a lot!