



HUMAN SYSTEMS
DYNAMICS INSTITUTE

Human Systems Dynamics Institute

Quarterly Associates Meeting
March 17, 2016



Welcome!

Today we will

- ▶ Receive an annual update from Glenda Eoyang
- ▶ Learn about making sense of engagement data from Barrett Horne
- ▶ Hear about creating a local HSD Study Group from Mary McEathron and Lecia Grossman



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Glenda Eoyang



Nothing Is Intractable

What? Adaptive Action Laboratories

- ▶ Integrate consulting and training
- ▶ Focus on real sticky issues
- ▶ Single issue or multiple
- ▶ Public or private
- ▶ Online and face-to-face and mixed media
- ▶ 1 hour to 10 days in length



Nothing Is Intractable

So what? Marketing and delivery

- ▶ Build a team to design, develop, market, deliver, and build networks:
 - ▷ Royce, Lecia, Jen, Glenda, and . . .
- ▶ Work with clients who know they are stuck
- ▶ Blend consistent approach with customized content
- ▶ Focus on common sticky issues
- ▶ Focus on complex systems



Sticky Issues we address	Lead in Complexity	Manage Complex Change	Build Adaptive Capacity	Plan in Uncertainty	Collaborate to Create Community



Systems we serve					
Government					
Philanthropy					
Teaching & Learning					
Business & Industry					
Health Care					



Where are you & your clients?	Lead in Complexity	Manage Complex Change	Build Adaptive Capacity	Plan in Uncertainty	Collaborate to Create Community
Government					
Philanthropy					
Teaching & Learning					
Business & Industry					
Health Care					



Nothing Is Intractable

Now what?

- ▶ Redesigned website
- ▶ Airplane book
- ▶ Associate Groups and conversations
- ▶ Scheduled public labs:
 - ◆ Coaching
 - ◆ Peace and Justice
 - ◆ Health Professions Leadership
 - ◆ HSD Professional Certifications



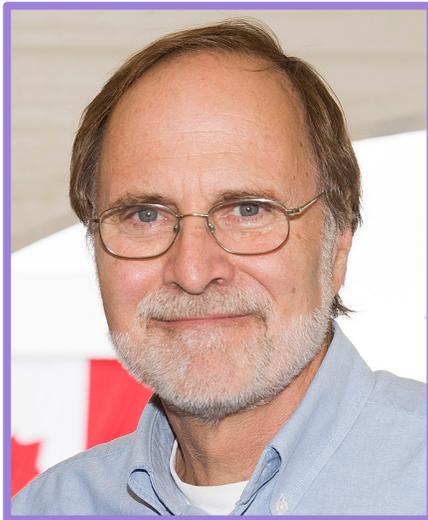
Nothing Is Intractable

What about you?

- ▶ What do you wonder?
- ▶ What can you share with others?
- ▶ What have you discovered in your journey?
- ▶ What do you have to contribute?
- ▶ What is your next wise action?
- ▶ What . . . ?



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Barrett Horne



META-NARRATIVE

many kinds of stories

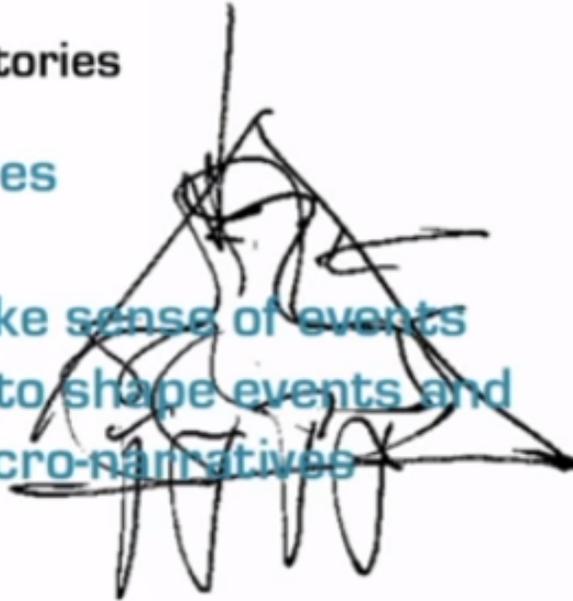
meta-narratives

myths

stories to make sense of events

small stories to shape events and

build trust micro-narratives



MICRO-NARRATIVES

Diagram from work of Dr. Ann Pendleton-Jullian.
Cf. <https://www.youtube.com/watch?v=3Q2YgeKbbt4>



Respondents were invited to recall an experience, any experience, of working with Yukon Government.



In the space that follows, please tell about that experience. In a few sentences, what happened?

Please give a title to your experience:

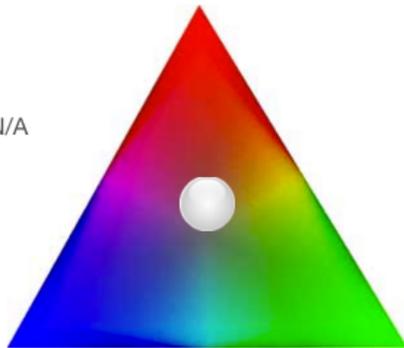
You can play with the instrument here:
[http://
demo.sensemaker-
suite.com/collector/
collector.gsp?
projectID=SDB&language=en#Collector](http://demo.sensemaker-suite.com/collector/collector.gsp?projectID=SDB&language=en#Collector)



1. People's approach to challenges and opportunities was ...

We've always done it this way

N/A



Let's try something new or different

Let's just get it done

1. Direction and guidance was...

Altogether absent



Excruciatingly micro-managed

N/A

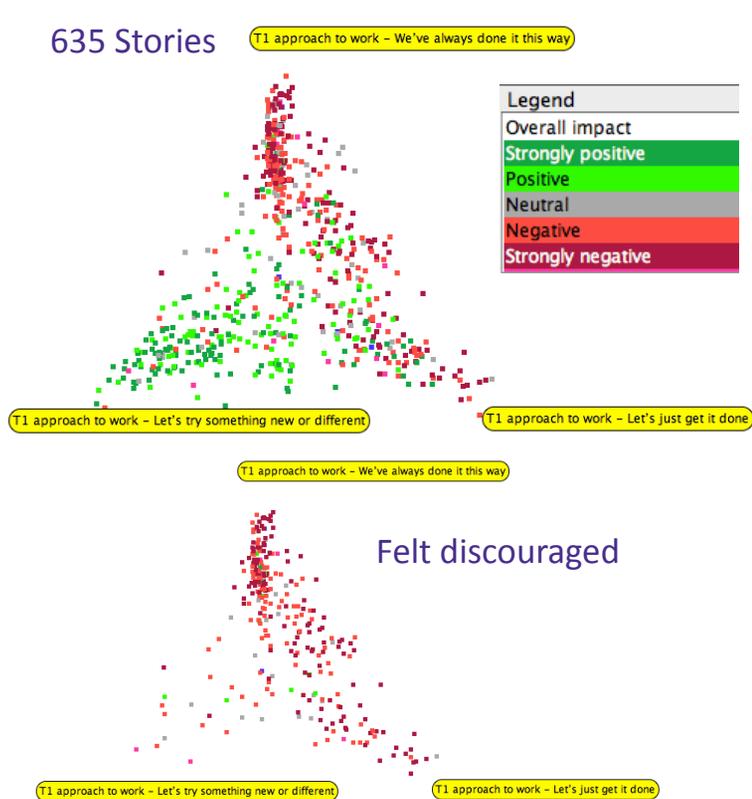
**2. How do you feel about the experience?
(Choose up to THREE)**

- Hopeful
- Angry
- Discouraged
- Empowered
- Proud
- Anxious
- Engaged
- Disappointed
- Satisfied
- Helpless
- Happy
- Indifferent
- Respected
- Not sure
- Prefer not to say

N/A

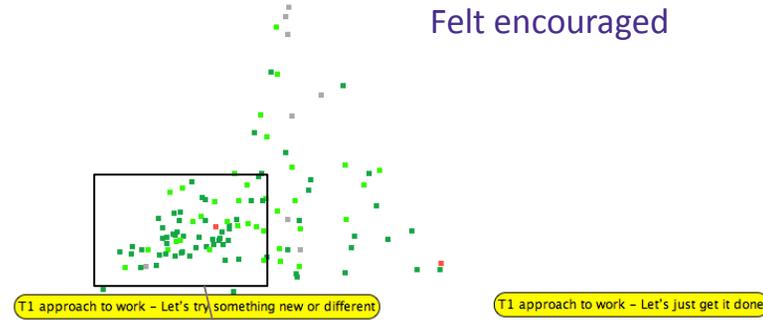


635 Stories



T1 approach to work - We've always done it this way

Felt encouraged



Cluster -- Selection from 172 422 to 326 539 (71 items)

Items Summary

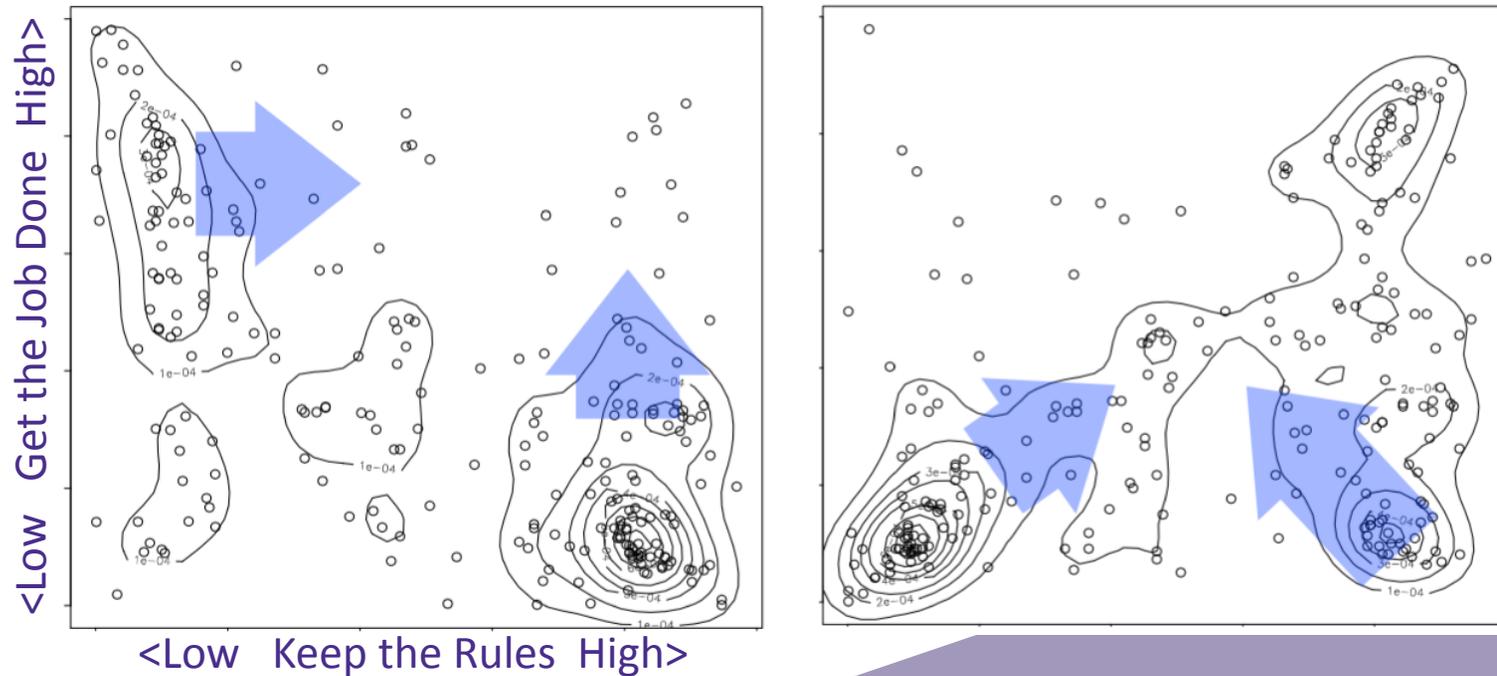
- Trying something new
- Willing to lend a hand
- First Maker Space in the North
- Feeling Supported**
- Openness to new ideas
- success
- Wellness
- Building the job around me
- Let's make this a GREAT place to work

Text Indexing

I shared an idea about what I thought would be a worthwhile initiative in my branch. My manager listened and asked good questions and embraced the idea. To my surprise, he/she pitched the idea with his/her boss and made a case for moving forward. I felt really encouraged and supported.



Mapping & *shifting* dispositional states





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Mary McEathron



Lecia Grossman



Growing HSD Praxis Groups

- ▶ Question: How do we keep connections strong and engaging to build a vibrant, sustained HSD network?
- ▶ Answer: Adaptive Action!



The Minnesota Experiment

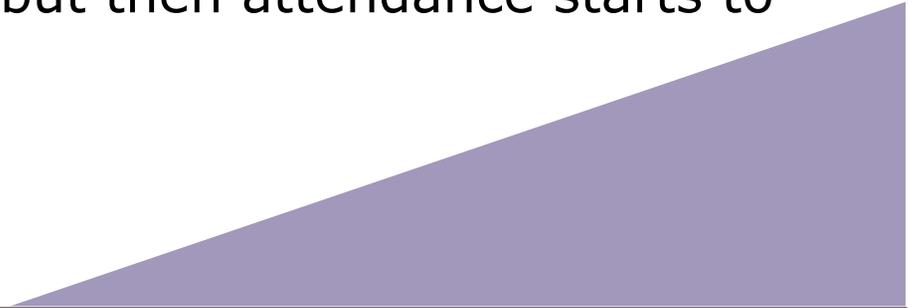
- ▶ What?
 - ◆ 93 HSD associates in Minnesota
 - ◆ Many attempts at supporting network
- ▶ So What?
 - ◆ HSD associates want to connect
 - ◆ Skillful use/application takes practice, reflection & community
- ▶ NOW WHAT?



First Cycle of Adaptive Action

- ▶ Now What?
 - ◆ Establish Container: Date and Place for regular, monthly meetings

- ▶ This works for a time.....but then attendance starts to shrink





Second Cycle of Adaptive Action: Magic 21

C	D	E
Monthly Meeting	<ul style="list-style-type: none">*Different cohorts and learning*People/levels of experience using tools/practice*Purpose and context for use of HSD	<ul style="list-style-type: none">*Conversation and connection*Value for value*Sharing best practices
Invitation	<ul style="list-style-type: none">*Boundaries undefined (certainty & agreements)*Random patterns*Who receives invite and how	<ul style="list-style-type: none">*Open*Loose*4th Wednesday of the month
HSD Community	<ul style="list-style-type: none">*Meet as group or virtually – information link is up to us*Variable attendance*In person connection is limited	<ul style="list-style-type: none">*Virtual environment*Annual conference



2nd Adaptive Action

- ▶ Now What?
 - ◆ Re-engage with invitations
 - ◆ Establish a clearer meeting purpose and agenda
 - “Model & Methods Moment”
 - Peer coaching
 - Add virtual option



Clear Meeting Purpose

- ▶ **Our Purpose:** To create a forum where HSD Associates can come together to learn and practice HSD.
- ▶ **Guiding Framework:** We are a professional practice group that learns together. We practice inquiry and ground our work in the HSD worldview, models, and methods. We search for the true and useful while we engage in joyful practice.



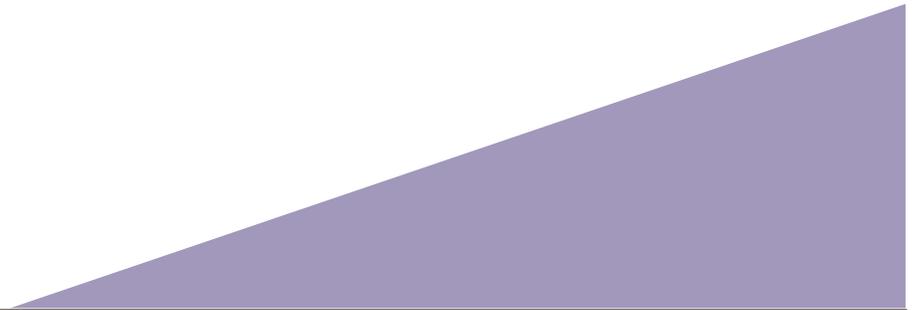
Agenda

- ▶ Welcome/Intros
- ▶ Purpose/guiding framework/agenda framework
- ▶ Model & Method Moment
- ▶ Adaptive Action Practice (peer coaching)
 - ◆ Speaker – name sticky issue in three sentences
 - ◆ Focus on the patterns when sharing
- ▶ (If multiple groups) Report Backs – What did you learn?
- ▶ Summary
- ▶ Next Steps & Next Meeting (Volunteer to facilitate? Next M&M?)
- ▶ Closing Check out



Keeps on Ticking!

- ▶ Secret Sauce: People building relationships





Coming Opportunities:

Adaptive Action Coaching Lab – Starts April 7 th !	<i>10 week virtual coaching lab</i>
April 7, 7 pm CST Teacher Stories for Change	<i>How Do Stories Support Students of All Ages?</i>
April 14th, 11 am CST Live Virtual Workshop	<i>Heal the Hurt: The Sustainable Future of Health and Healthcare</i>
May 12th, 11 am CST Live Virtual Workshop	<i>Courage to Create: Build Adaptive Capacity for Continuous Innovation</i>
HSDP Certification – July, 2016	<i>Las Vegas</i>



Thanks!

- ▶ To Glenda, Barrett, Mary, and Lecia for sharing their stories today
- ▶ To Mary Nations for being a Production Diva!
- ▶ To each of you for being here and in the world, sharing your own HSD stories

Take care and be in touch!