

**Live Virtual Workshop**  
**Preparing for the Next Normal—Whatever It Will Be!**  
**Chat Transcript 01JUN23**

- 00:22:35 Barbara Tuckner: How would you describe the impetus for change historically? A CD or E phenomena or yes, all?
- 00:23:15 Abraham Alano Ali: Hi every one, I am Abraham Alano Ali
- 00:23:55 Barbara Tuckner: I am thinking of George Floyd's murder.
- 00:24:14 John N Murray: I was also thinking of summer 2020 and George Floyd's murder.
- 00:24:18 Barbara Tuckner: Th pandemic
- 00:24:34 Anna Rinick (she/her): did you ever think we would be hearing weather forecasts that reported rain in FEET...like 18 inches of rain???
- 00:24:42 Anna Rinick (she/her): rain not snow
- 00:24:45 Leslie Patterson: I'm thinking of the journeys with chronic illness that our family members are traveling . . . .
- 00:25:10 Janice Jaguszewski (she/her): #MeToo movement; hard to watch the backlash against an initial response
- 00:26:06 Barbara Tuckner: All of those are exchanges, yes?
- 00:26:12 Abraham Alano Ali: I came across a condition of IDPs more than a million due to conflict in neighboring people in a short time with out preparedness. Lack of shelter, food, water, health services
- 00:26:37 Anna Rinick (she/her): space flight for regular humans
- 00:26:38 Barbara Tuckner: The birth of the internet
- 00:26:48 Zara Zanussi: What are IDPs?
- 00:26:55 Barbara Tuckner: Artificial intelligence
- 00:27:02 Abraham Alano Ali: Internally displaced people
- 00:27:04 Zara Zanussi: ChatGPT!
- 00:27:08 Anna Rinick (she/her): targeted therapy for certain cancers
- 00:27:12 Royce (she/her): Thanks Abraham?
- 00:27:26 Miss Handie - Kansas City, Missouri: mergers, organizational internal consolidation and centralization

- 00:27:28 Christine Capra - she/her: Instances in a relationship when tensions/resentments/etc have been accumulating, then a fight occurs, and - if handled well - leads to a big improvement in the relationship.
- 00:27:32 Kate Webster: Children learning to walk or ride a bike...
- 00:27:39 Karen Wilmot: Mapping the human genome
- 00:27:50 Anna Prescher (she/her): I'm thinking about when new babies or kids join a family system and it's unknown how the family will change, but we know it will change
- 00:28:04 Ana Maria Tamayo: How support groups for persons with chronic illnesses and loved ones are so important for living well this unexpected journeys?
- 00:28:25 Royce (she/her): These are great examples! Thanks to all for sharing!
- 00:28:26 Leslie Patterson: Right, Kate! And learning to drive a standard shift— not automatic!
- 00:28:56 Kate Webster: +1 Leslie... my third son just passed that mark, to join his brothers!
- 00:29:07 Janice Jaguszewski (she/her): Channeling Barb Tucker's sticky issue this morning -- experiencing a new love, finding a soulmate
- 00:29:24 Miss Handie - Kansas City, Missouri: Reacted to "Channeling Barb Tuck..." with ❤️
- 00:29:32 Anna Prescher (she/her): Reacted to "Channeling Barb Tuck..." with ❤️
- 00:30:42 Royce (she/her): Reacted to "Channeling Barb Tuck..." with ❤️
- 00:31:48 Royce (she/her): Limiting of choice about our own bodies around women's rights in the USA....and other issues about female autonomy in other cultures and countries.
- 00:32:23 Miss Handie - Kansas City, Missouri: I like that...zoom over.
- 00:33:01 Zara Zanussi: Reacted to "Limiting of choice a..." with ❤️
- 00:33:24 Anna Rinick (she/her): when I work with groups, I always tell them you can move a mountain one grain of sand at a time, as long as you are careful to avoid the mountain collapsing on you :)
- 00:33:41 Royce (she/her): Great parable, Anna.
- 00:36:41 Leslie Patterson: No matter where it is happening, it is somehow happening to me.
- 00:36:55 Royce (she/her): Absolutely, Leslie.

- 00:37:05 Anna Rinick (she/her): regarding displacement--a climate scientist and demographer gave a presentation I attended where they showed how wealthy people are leaving coastal areas and buying up what had been more affordable inland spaces that those who can't afford to live at the beach live
- 00:37:55 Royce (she/her): Yes, I have seen that too, Anna.
- 00:38:44 Zara Zanussi: Also the impact of working remotely. Lots blame Californians for buying property elsewhere since they have such a high salary (Idaho, Montana, etc)
- 00:38:58 Anna Rinick (she/her): Reacted to "Also the impact of w..." with 👍
- 00:40:08 Royce (she/her): Patterns...similarities, differences and connections that have meaning across space and time—the things we see repeating across time...the things we see repeating in an image. In families...the essence of what makes their home work. In companies the dominating characteristics of the culture, etc.
- 00:40:37 Royce (she/her): Saving bandwidth.
- 00:44:10 Barbara Tuckner: It can be so difficult to support adaptive action in a unionized environment...
- 00:44:14 Leslie Patterson: Glenda mentioned the daily inquiry sessions. If you aren't familiar with that opportunity, here's a link to info:  
[Inquiry IS the Answer](#)
- 00:45:28 Anna Prescher (she/her): Newbie question 😊 could you share an example of what "exchange" looks like? The E in C/D/E = pattern
- 00:46:59 Anna Prescher (she/her): Thank you!
- 00:47:11 Zara Zanussi: What do the C and D stand for again :)
- 00:47:13 Royce (she/her): Exchange—flow of information or resources or relationships in a system...rules inform us of how to behave. Money buys and sells the "stuff" in a system.
- 00:47:19 Barbara Tuckner: and a union has its set of patterns... CDE... leadership, conflict within its union, and contemplating new contracts for its membership
- 00:47:56 Leslie Patterson: Questions are a great way to leverage exchange/flow in systems . . . That's why inquiry is central, no?
- 00:47:59 Royce (she/her): The C is what holds the pattern as it emerges...a department in an organization, the family structure, a strong leader, an important idea, etc.

- 00:48:22 Anna Rinick (she/her): strategic foresight as a practice strives to shift the lens we use to consider the possibilities (sound familiar 😊 ) over time not to predict the future but to see the many chains of events, relationships, shifting conditions...to view time as not linear. I like it because it allows you to engage people with finite seeming tools while actually helping shift ways of thinking in the organization. Plus, trend analysis is fun. I have had a lot of chances to integrate the HSD concepts within this practice as well.
- 00:48:53 Royce (she/her): And the D is differences that matter in the system. Who knows whgat? Who has what experience? Values, expertise, hopes? Etc.
- 00:49:02 Karen Wilmot: The reminder of small scale actions influencing the system was helpful this morning. I work in a large, stable organization. The problem is that it is too stable which makes it hard to get into the emergent space. For us the employer and the unions/employees are really stuck in the old way of doing things (which isn't serving us well). Reminding me that any small shift I make has the power to influence the system helps me feel that I can make a difference
- 00:50:21 Miss Handie - Kansas City, Missouri: Excellent point, Tina!
- 00:51:39 Janice Jaguszewski (she/her): Magic!
- 00:51:59 Theresa Du: I am wondering, if unspoken rules are exchanges or containers?
- 00:52:21 Royce (she/her): Thanks to Barbara T. For realizing what was happening and alerting me to that difference!
- 00:52:42 Barbara Tuckner: Great question Theresa... culture is within the container... so, C?
- 00:52:47 Julie Crabtree: Reacted to "The reminder of smal..." with ❤️
- 00:52:49 Kate Webster: They could be both, I think Theresa... and a difference, as well, perhaps
- 00:53:17 Julie Crabtree: Reacted to "strategic foresight ..." with 🙏
- 00:53:19 Barbara Tuckner: Replying to "They could be both, ..."  
Yes... can see that
- 00:53:26 Anna Rinick (she/her): i have to say, i have been impressed that Glenda could be so eloquent in text while talking too
- 00:53:45 Janice Jaguszewski (she/her): Are unspoken rules actually behaviors?
- 00:53:55 Royce (she/her): Culture, when w are all the same is a C. When we are in a place where two of us have different cultures, it is a D. And when

we share things in particular ways because of our shared histories, then culture can be an E.

- 00:54:03 Royce (she/her): Replying to "Culture, when w are ..."  
From Royce?
- 00:54:12 Tina Smith: And a c can be a d or an e
- 00:54:26 Barbara Tuckner: My brain is exploding!
- 00:55:08 Royce (she/her): Reacted to "i have to say, i hav..." with 😊
- 00:55:12 Leslie Patterson: Barb, is that an exchange when our brains explode?
- 00:55:14 Janice Jaguszewski (she/her): Reacted to "Culture, when w are ..." with 👍
- 00:55:29 Theresa Du: Oh! Pattern logic is the principle that conditions (containers, differences, and exchanges) make patterns emerge and/or shift (lightbulb!)
- 00:55:36 Kate Webster: It would certainly be good to have a container nearby!!
- 00:55:40 Barbara Tuckner: Yes, if death is and E
- 00:56:18 Barbara Tuckner: When consulting, I can honestly say it is contextual.
- 00:56:42 Anna Prescher (she/her): Reacted to "Oh! Pattern logic is..." with 🤔
- 00:56:50 Royce (she/her): Knowing "for sure" which is which is less important than taking action and moving toward a place that works better!
- 00:56:54 Royce (she/her): Replying to "Knowing "for sure" w..."  
Royce
- 00:58:02 Royce (she/her): "A little bit of movement..." That is a perfect example of the Adaptive Action—take the next step and see if things work better (more fit for what needs to be happening).
- 00:58:05 Barbara Tuckner: If It is about me and I am zoomed out, it is whatever suits me. Therapy helps me zoom out 😊
- 00:58:28 Barbara Tuckner: Opps, I am zoomed in when it is about me
- 00:59:38 Zara Zanussi: I'm probably jumping the gun but what's the so what once you identify the pattern 😊
- 01:01:24 Royce (she/her): Actually, you are not jumping ahead, Zara. The use of the AA ideas, the analyzing the patterns, standing in inquiry, and using the other HSD tools help you make sense of the pattern so that you can take that next step...The so what is looking more deeply to understand what you see (patterns) so you can identify your next wise action.

- 01:01:30 Tina Smith: Please talk about the difference that makes a difference between incrementalism and adaptive action
- 01:01:36 Royce (she/her): Replying to "Actually, you are no..."  
Does that help, Zara?
- 01:02:15 Royce (she/her): Tina, that's great...I'll ask G to talk about that when she finishes with Catherine's question.
- 01:02:26 Theresa Du: Catherine's noticing is reminding me that it takes courage to embrace that there is no complete control over the system
- 01:03:02 Tina Smith: Fitness for function
- 01:03:14 Theresa Du: Would the consultant's relationship with the CEO be a container?
- 01:03:16 Royce (she/her): Absolutely, Theresa. It sometimes feels to me like I am being asked to turn loose of the life saver in a really turbulent river!—Royce
- 01:03:28 Theresa Du: Reacted to "Absolutely, Theresa...." with 😊
- 01:03:33 Karen Wilmot: Reacted to "Catherine's noticing..." with 👍
- 01:05:06 Zara Zanussi: Reacted to "Actually, you are no..." with 👍
- 01:05:37 Royce (she/her): You fix a watch thru incrementalism...You keep your system healthy and moving forward through Adaptive Action.
- 01:06:14 Barbara Tuckner: My phone adapts to different time zones 😊
- 01:06:52 Royce (she/her): Amazing, right, Barb? It is to me!—royce
- 01:07:27 Kristin Wiersma: Great conversation, thank you. Need to jump off. Be well!
- 01:07:39 Royce (she/her): Thanks, Kristina...good to see you here, always.
- 01:07:58 Royce (she/her): Leslie put the link earlier in the chat.
- 01:08:07 Leslie Patterson: Here it is again: [Inquiry IS the Answer](#)
- 01:08:30 Royce (she/her): Thanks, Les.
- 01:08:57 Zara Zanussi: Thanks for the conversation!
- 01:09:02 Janice Jaguszewski (she/her): So happy to engage with everyone on this challenging and never-ending topic!
- 01:09:13 Royce (she/her): Thanks for being with us, Zara...and everyone.
- 01:09:24 Royce (she/her): We did #819 this morning, I think

01:09:44 Abraham Alano Ali: Thank you all who have been part of this platform. It is really helpful.

01:09:46 Leslie Patterson: Thanks, Glenda, Royce, and all!

01:09:59 Royce (she/her): Thanks Abraham!

01:10:07 Christine Capra - she/her: Thanks - this was great!

01:10:10 Ana Maria Tamayo: thank you very much! muchas gracias.

01:10:12 Anna Rinick (she/her): So just because it is cool...sharing a pix of a new flower I found and planted...called stary night

01:10:13 Anna Prescher (she/her): Thank you all!!

01:10:15 Antonella Pagliarani: thanks Glenda, Royce,

01:10:18 Lisa Negstad (she/her): Thank you!

01:10:22 Kate Webster: Thanks all!

01:10:24 Miss Handie - Kansas City, Missouri: Thank you!

01:10:38 John N Murray: take good care, thank you

01:10:43 Miriam: Thank you once again for such encouraging thoughts...