

May 2019 Chat

- 10:20:00 From Tanya Allain : Hi everyone - feel free to use the chat for questions/comments!
- 10:20:26 From Tanya Allain : Here is the registration contact list for today - <https://docs.google.com/document/d/1YwwFmgkclmBiFaBil0MemhHWuAUSHCUnMnBy4cYqWVA/edit?usp=sharing>
- 10:36:50 From Jim Best - Berkeley : Like that the intervention goes between leadership and frontline.
- 10:37:32 From Jim Best - Berkeley : Could level power differences by having the leader interview respectfully frontline?
- 10:38:22 From Ann Monroe : Missed the part where the team provided questions to the CEO. Does she/he answer them in real time before he/she asks the one question to the managers?
- 10:38:27 From RANDALL MESSIER : Does this structure include Boundary Spanners?
- 10:39:02 From Brenda Bond : I too am really interested in the boundary spanner aspect as this is something I am observing in my work
- 10:40:27 From Jim Best - Berkeley : Similar process in Liberating Structures called celebrity interview <http://www.liberatingstructures.com/22-celebrity-interview>
- 10:46:53 From Mercedes McBride-Walker : He/she who holds the purse strings... Yes, we've found that really shifts things as well.
- 10:47:33 From Dusan Stojicic : :-)
- 10:47:51 From Natalie Colley : Thanks for the link to the celebrity interview, Jim
- 10:49:17 From RANDALL MESSIER : Value = Quality/cost.
- 10:49:44 From Mercedes McBride-Walker : That's what I was just thinking: legitimacy/authority has to match responsibility.
- 10:50:32 From Jim Best - Berkeley : Requisite variety = matching the complexity of the task to the ability of the coordinator to manage the complexity
- 10:51:25 From Mercedes McBride-Walker : Which gets back to trust...
- 10:51:36 From Jim Best - Berkeley : except;y!
- 10:51:45 From Jim Best - Berkeley : exactly!
- 10:52:41 From Jim Best - Berkeley : BSs have to be trusted by the spanned orgs. Empowering by leadership adds some juice.
- 10:53:39 From Jim Best - Berkeley : Need to provide clear value to the spanned orgs as well.
- 10:54:28 From Jim Best - Berkeley : Dachter Keltner says power is ceded to the individual when it is clear they benefit the collective.

10:55:08 From RANDALL MESSIER : In QI Team based coaching working with the team to understand "team" has shown to be very important.

11:02:22 From Mercedes McBride-Walker : Thank you!