10:51:56 From Kate Willis : Love the performance edge idea - moving multiple desired outcomes forward simultaneously...

10:52:50 From Jody Frost : This could definitely enhance efficiency and performance outcomes and coordination when often working at cross purposes.

10:57:32 From Purna Nepali : Multi-level: how to address casteised and racialised food and land (wealth and poverty) as system thinking and apprdoach

10:57:59 From Purna Nepali : Research/Practice: It is like RIU-Research into Use ?

11:02:49 From Tanya Allain : Hi Everyone - Here is a contact list for everyone who registered for this webinar. https://rcrcconnect.org/wp-content/uploads/2018/05/May-Research-Webinar-

11:14:57 From Bo Vestergaard : Can you give an example of how “relating” is different from “communicating” for the purpose of task integration. I ask because English is not my first language and the translation into Danish is blury.

11:15:31 From Purna Nepali : Hi, Tanya, i have questions to ask quickly ?

11:21:03 From Lauren Hajjar : Hi Purna- feel free to type your question in the chat box or ask during the Q & A period later on in the Webinar

11:21:48 From Purna Nepali : Using RC Theory, I am developing South-Asia Food Vision 2030 (Land 2030)

11:22:26 From Lee Ann Avery : The difference can also be related to the difference between how women and men perceive and rate things in general. Purely anecdotal, but in a large sailing club, women would tend to under rate their skills based on the captains' corroboration, and men would tend to over rate their skills. So expectations and perceptions of how good things should be, may also influence the difference.

11:23:39 From Purna Nepali : I have two question: i) multistakeholders process-networking building and collaborative efforts, and ii) being racialised and casteised wealth, poverty, land and poverty, how can RC contribute to challenge emerging inequality ?

11:29:25 From Tanya Allain : Here are the tables with evidence re: structures and outcomes https://rcrcconnect.org/wp-content/uploads/2018/05/May-Webinar-Shared-Doc.pdf

11:30:02 From Hongguo Wei : Based on my recent observation about what happened with one delayed United airline flight, I think RCT can definitely be used to address conflicts. The passengers were frustrated of missing another flight and complained about the responsibility of United. Yet customer service representatives refused to serve that customer. I think there was a huge issue here regarding communication and relational understanding.

11:53:03 From Maiken Hjuler Persson to Tanya Allain(Privately) : Tanya, in the beginning of this webinar it was mentioned some training activities on Sept. 25-26th prior the roundtable. I do not seem to find the information. Could you provide me a link? I arrive in Boston on Sept. 25th for the Roundtable

11:55:13 From Tanya Allain : Just a few notes - 1) Start with - "What can we do to remove the thorn"? 2) RC in education - framing around test scores - possible driver diagram? Different outcomes that matter to different parties - balanced score cards. More than one outcome matters. Determination of what outcomes are important should be a participatory process. Outcomes can be connected and driven by underlying work processes. 3) Remember that as humans we are inspired by meaning and purpose.

11:57:17 From Tanya Allain : Next important step - causality, multi-faceted outcomes.

11:59:29 From Tanya Allain : Bringing the heart and the business outcomes together seems really important. Build psychological safety and people co-produce together.

12:01:13 From Madeleine Biondolillo : thanks so much Jody and everyone - great discussion!

12:03:01 From Hongguo Wei : I really like the idea of practicing RCT in our teaching. I think this can definitely inspire more research ideas. I have never thought about it before. Thank you everyone!

12:03:44 From Maiken Hjuler Persson : Thank you all for a very inspiring webinar!