

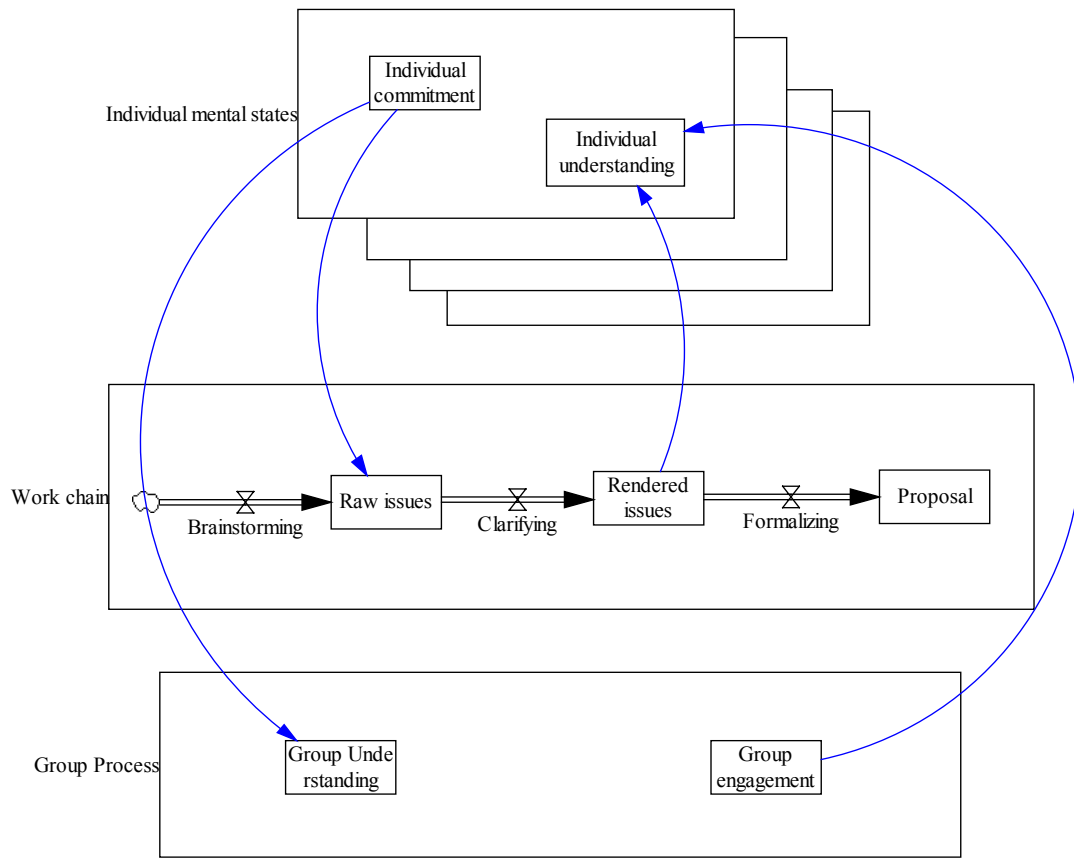
Notes for the Modeling meeting at CTG on March 2, 2004

David Andersen (DA)  
Carrie Schneider (CS)  
Donna Canestraro (DC)  
Fiona Thompson (FT)  
Brian Burke (BB)  
Tamas Bodor (TB)  
Yi-Jung Wu (YW)  
Mohammad Mojtahedzadeh (MM)  
Theresa Pardo (TP)  
George Richardson (GR)  
Luis Luna (LL)  
Fikret Demircivi (FD)  
Anthony Cresswell (AC)

MM Introduced the work for the day. Introduce Birgit as an observer of the process. He brought into the attention of people deadline of April 4 for the system dynamics conference.

LL Made a brief presentation reporting the progress so far.

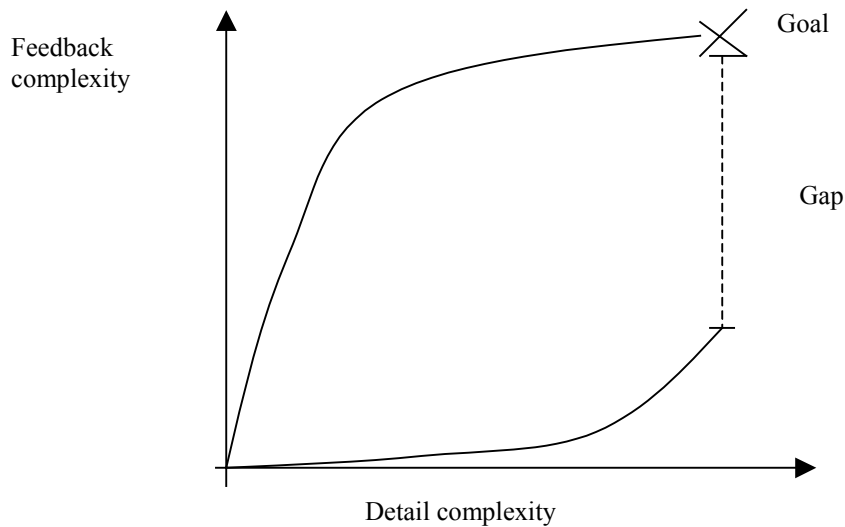
DA Continue describing the initial proposal of framework to facilitate the conversation. Three main pieces of the theory is work chain, individual mental states and group processes (see figure). He also commented that this is a proposal, he asked the group for agreement if we started with that picture.



TP There is no empowerment there, how can we model empowerment. It is both, group and individual. Individuals got it, and there was a tip point to the group.

AC Different from understanding? TP I understand the picture that understanding is about understanding of the ideas on the table, but empowerment has to do with having capacity to decide about the work.

DA Explained the importance of keeping the number of variables as small as possible in terms of the difficulty associated to Detail Complexity, and Feedback Complexity. See picture.



Brian As people understand each others issues, the ability of the group to clarify ideas improves.

AC Are we assuming that understanding happens in the group process? Can I clarify by myself, or only in the group process? The group agreed that clarifying is a group process.

DC Brings the idea of individual power, and power structure in the group as part of the process of clarifying. Group engagement also helps clarification. However, if engagement goes to zero, there is still some ability to clarify.

TP Differences between commitment to the product and commitment to the process. It looks that the important thing during lot of part of this group is commitment to the process.

FT Number of rendered issues vs. quality of rendered issues. People usually do not care about the quantity, but the quality.

DA There is the possibility of tracking the quality of the issues, and then we will need to focus on what are the things that make a group focus in the important, high quality ideas or only the unimportant ones. Other is to simplify and consider that the box has only high quality rendered issues.

DA Adding another selection rate from rendered ideas to proposal. Matches the process to what happened. There were a lot of great ideas, and only some of them make it into the proposal. The conversation brought the issues related to the group composition and the power relationships that have an influence in the selection and formalization process.

DC People come into the process representing their agencies, and at some point in the process they discovered that they were not empowered to make such decisions by their agencies, and then they leave.

BREAK asked by George to clarify strategy

DA Explained a change in strategy thinking in three theories one around clarifying, one around eliciting, and one around formalizing. He brought Tony's idea during the break that most of the power dynamics will take place around formalizing.

TP and DA Again, clarifying as a process helps people to understand the process and the issues rendered also build on group understanding. People bring the idea that group understanding maybe only an aggregation of individual understanding. DA poses the idea that group understanding similar to group alignment or shared understanding.

DC By the fact of having CTG or an outside facilitator... we came with the idea that we will bring certain level to trust to the process. The fact that we created, and legitimized the process, and stick to the process, they will be able to follow and get engaged.

TP People were buying into the process, but towards the end, they started buying into the product as something that will happen. (this group of four)

Reflector Feedback

NEXT

March 24 or 25 Wednesday and thursday