

ACR-GNY Roundtable Breakfast | June 2, 2022

ZOOM MEETING FULL PUBLIC CHAT TRANSCRIPT

08:32:06 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

Welcome everyone!

08:33:17 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

Please add your location to your name. Hover over your photo, click on the three dots in the upper hand corner and select rename.

08:34:56 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

The recording of this session (and past Roundtable Breakfasts) will be available on the ACR-GNY website here: <https://acrigny.org/RTB-Videos>

08:37:01 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

Welcome to Zoe Chance! <https://www.zoechance.com/>

08:39:00 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

Please feel free to interact, jump in, and share!

08:42:03 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

The book we are talking about: Influence Is Your Superpower by Zoe Chance | <https://www.zoechance.com/writing>

08:43:42 From Robin Beckhard - NYC to Everyone:

Ha, my 4 year old grandson knows to JUST ASK. All.The.Time.

08:45:09 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

Professor Vanessa Bohns | <https://www.ilr.cornell.edu/people/vanessa-bohns>

08:45:35 From Rita Callahan NYC to Everyone:

"If you don't ask, you don't get." - Gandhi

08:52:34 From DK to Everyone:

"We all want less abortion," is a false and distracting assumption from the the right of women to have control over their bodies and their lives, which men enjoy.

08:55:23 From Harvey Newman NYC to Everyone:

Was that previously called Game Theory?

08:57:30 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

Thinking, Fast and Slow |

<https://us.macmillan.com/books/9780374533557/thinkingfastandslow>

09:02:35 From Harvey Newman NYC to Everyone:

I'm glad you acknowledge human laziness. Creative laziness is one of the major reasons for inventiveness.

09:02:44 From Susan Damplo, New York, NY (she/her/hers) to Everyone:

lunch

09:02:44 From Bathabile Mthombeni (she/her) to Everyone:

Food

09:03:09 From Chris Berry to Everyone:

good idea, that is what I was thinking.

09:03:56 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

Israeli Study Shows Parole Decisions May be Affected by Whether Board Members are Hungry | <https://www.prisonlegalnews.org/news/2012/feb/15/israeli-study-shows-parole-decisions-may-be-affected-by-whether-board-members-are-hungry/#:~:text=A%20ten%2Dmonth%20study%20of,length%20of%20that%20interval%20increases.>

09:05:15 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

Is influencing others an art, a science or a combination of both?

09:05:30 From Harvey Newman NYC to Everyone:

It is also a natural talent for some people.

09:06:04 From Robin Beckhard - NYC to Everyone:

That's what I tell parties in mediation -- no one can tell them how a judge/magistrate will decide, so they have a better chance if they work it out themselves.

09:06:53 From Josh to Everyone:

What are some of the uncomfortable things Yale students are asked to do?

09:07:25 From Susan Damplo, New York, NY (she/her/hers) to Everyone:

When you refer to the initial gut reaction, how can that be changed if it's counterproductive (e.g., workplace relationships and other continuing relationships)

09:07:36 From eli uncyk to Everyone:

Zoe- have you observed how much tone of voice and body largangework?

09:07:48 From eli uncyk to Everyone:

Language

09:08:08 From Harvey Newman NYC to Everyone:

How much has been contributed to the field in your opinion since Dale Carnegie?

09:08:09 From Toni Hawkins to Everyone:

I want my teenaged children to learn how to hone their influence, just not to use their new skills on me.

09:08:47 From Mark Soboslai to Everyone:

Have you encountered what might happen if we respond to a "gator" by trying to point out that we are trying to deal with that person's "unconscious" gator behavior?

09:09:13 From eli uncyk to Everyone:

Toni-nothing works on teenagers.

09:11:03 From Claudia Frankel Grosman SP Brazil to Everyone:

Can we use this superpower to understand our limits? What to do next?

09:12:37 From HyacinthCharles to Everyone:

Reward the behaviors you want to encourage . . .

09:12:42 From Bathabile Mthombeni (she/her) to Everyone:

Influence doesn't require an intent to change minds though, right? For example, I think that the best social media influencers are not those who "preach" to their audience but simply "live their best lives" in really deliberate ways so that the person who changes their mind believes they're doing so because it makes sense to them and they want to rather than because the influencer told them to. (I acknowledge that I have not yet read your book - in case you address this!)

09:13:07 From Stephanie Gilman (she/they) to Everyone:

Does your work overlap at all with Stuart Ablon's work in Collaborative Problem Solving at Think:Kids?

09:15:15 From Gregg Scheiner Suffolk County to Everyone:

can you please the title of the book in the chat

09:16:00 From Louis Cohen - Florida to Everyone:

Would you say in mediation the self-control belongs with the parties? In mediation self-determination is a word learned, and stated in the rules. The mediator as the listener works to understand so as to "influence" the party's understanding about their control (self-determination).

09:17:01 From Chris Berry to Everyone:

What exactly is the superpower?

09:17:47 From Bathabile Mthombeni (she/her) to Everyone:

I'm so sorry! I had to take a quick bio break!

09:18:24 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

More about J. Stuart Ablon and Collaborative Problem Solving | <https://thinkkids.org/>

09:19:27 From Sethu Nair to Everyone:

Question: a mediators influence is often felt deeply in non verbal communication- in their presence and how actively they listen and move a situation along

Will you speak about influence of this quieter kind. Particularly with some behavioral econ research

09:20:23 From Zoe Chance, New Haven, CT to Everyone:

playful parenting

09:22:13 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

Playful Parenting An Exciting New Approach to Raising Children That Will Help You Nurture Close Connections, Solve Behavior Problems, and Encourage Confidence
Lawrence J. Cohen | www.randomhousebooks.com/books/29429/

09:25:13 From Bathabile Mthombeni (she/her) to Everyone:

OH WOW!

09:25:30 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

How Google Optimized Healthy Office Snacks
by Zoe Chance, Ravi Dhar, Michelle Hatzis, and Michiel Bakker |
<https://hbr.org/2016/03/how-google-uses-behavioral-economics-to-make-its-employees-healthier>

09:25:35 From Robin Beckhard - NYC to Everyone:

Inner 2year olds with fire...

09:25:38 From Bathabile Mthombeni (she/her) to Everyone:

Thank you so much for that

09:30:27 From Bathabile Mthombeni (she/her) to Everyone:

It is interesting how presidential elections changed after the advent of television.

09:31:41 From Chris Berry to Everyone:

I read years ago about the five second window. This was in the context of job interviews. Basically, the interviewer makes a decision within about five seconds, of meeting a job candidate. Thus an impression, favorable or not, is made BEFORE words are exchanged! Sort of scary, but I have seen this in operation.

09:32:54 From eli uncyk to Everyone:

I stepped away. I didn't hear if you talked about body language -appearance?. I heard tone of voice importance. '

09:40:17 From eli uncyk to Everyone:

I hear you say " don't just accept yes."

09:41:29 From Stephanie Gilman (she/they) to Everyone:

I hope I can influence you to say "incarcerated person" instead of "criminal" or "prisoner" 😊

09:43:45 From Louis Cohen - Florida to Everyone:

Interesting, in advertising especially on television, "Influence is a Superpower" Look at all of the children, parents and adults who are influenced.

09:44:01 From Niki Borofsky | JAMS (in NH at the moment) to Everyone:

Hey lazy gators...check out Zoe Chance on the Customer Effort Score "A marketing metric that can inspire you" | WOBI video | https://www.youtube.com/watch?v=Ya_oHmkfNe0

09:45:07 From Bathabile Mthombeni (she/her) to Everyone:

I also think it is about identity - rather name that this status is not their identity but a condition created by an outside force.

09:45:25 From Bathabile Mthombeni (she/her) to Everyone:

This is about "Incarcerated person" vs "Prisoner" or "Criminal".

09:46:02 From Stephanie Gilman (she/they) to Everyone:

Yes @Bathabile exactly.

09:47:53 From Robin Beckhard - NYC to Everyone:

Stephanie just asked.

09:48:03 From Margaret McIntyre to Everyone:

How does bias factor into all of this, and how can we get someone to become conscious of bias and be open to change?

09:52:43 From Harvey Newman NYC to Everyone:

I learned an interesting way to understand the learning curve

Unconscious incompetence

Conscious incompetence

Conscious competence

Unconscious competence

09:54:55 From Robin Beckhard - NYC to Everyone:

Perhaps the baby step in this case (intransigence re making first concession) is to have parties state each other's position, and why they (the other side) want what they want?

09:57:11 From HyacinthCharles to Everyone:

Wow!

09:57:51 From Robin Beckhard - NYC to Everyone:

You are clearly a bad person, Zoe.

09:58:04 From eli uncyk to Everyone:

How do you address the situation in which there is a clear right or wrong?

10:01:00 From Chris Berry to Everyone:

A lot of what you are saying seems like elaborate common sense.

10:01:28 From Claudia Frankel Grosman SP Brazil to Everyone:

Go to the balcony (William Try)

10:01:38 From Claudia Frankel Grosman SP Brazil to Everyone:

*William Ury

10:01:46 From Ronald J Vero to Everyone:

nice to know that I am not alone in getting complaints from students. your approach these incidents has been helpful - thank you.

10:02:07 From Claudia Frankel Grosman SP Brazil to Everyone:

Thanks for sharing Zoe

10:02:08 From Rich Brigham, Milwaukee to Everyone:

Thank you Zoe for taking the risk of doing this presentation as a Q & A. What a terrific and dynamic discussion this has been.

10:02:39 From Chris Berry to Everyone:

Sorry this is over so quickly. Thank you.

10:02:41 From Melinda Burrell to Everyone:

Thank you, Zoe!

10:02:42 From Rita Callahan NYC to Everyone:

After managing self, reframe the criticism as the potential gift it may be. (of course harder when directed at self)

10:02:43 From Emily Skinner - NJ - She/Her to Everyone:

Thank you Zoe!

10:02:44 From Lisa PZ to Everyone:

yes! i was thinking how much harder an entire Q&A time would be than a presentation :) awesome job!

10:02:47 From Kaitlin Campbell to Everyone:

Thank you Zoe this was wonderful.

10:02:52 From Stephanie Gilman (she/they) to Everyone:

Thank you, Zoe!

10:02:56 From Anna Brudvig to Everyone:

Thank you!

10:03:02 From PPARKHU to Everyone:

Great presentation Zoe, thank you

10:03:13 From Paulette Haynes - Toronto, Canada to Everyone:

Thank you Zoe for an awesome presentation. I'm also enjoying your book!

10:03:15 From Margo Cates to Everyone:

thank you.

10:03:49 From Claudia Frankel Grosman SP Brazil to Everyone:

Great hearing you Zoe. 🙌 Always great to have breakfast with you all.

10:04:05 From Harvey Newman NYC to Everyone:

Wonderful presentation, Zoe.

10:04:21 From kdavis NYC to Everyone:

In gratitude oe

10:04:29 From eli uncyk to Everyone:

Zoe, Maria-thank you! Bye.

10:04:48 From Michael Cassandra to Everyone:

Thank you.. I had low expectations about the concept of "influence" but now have high hopes about it. Great talk.

10:05:13 From Don Greenstein, Boston to Everyone:

That's who Maria is for all of us. Creative and willing to go the extra mile!! Thank you Zoe for your wonderful presentation. Very helpful to the work I do.