

Digital Podcast Show Notes

Episode 19 with guest Simone Jo Moore

Hosts: Barclay Rae, Ian Aitchison,

Guest: [Simone Jo Moore](#)

BR: More happy welcomes one and all.

IA: Hello. Drinking too much coffee. Here's today's trivia: In Singapore you can buy real chicken nuggets that didn't come from a real chicken. 'Cultured meat' is significant to the future of society. It's going to change the world and save us from global warming.

BR: Uh.... OK. Now our guest, it's Simone! Hi

SJM: Bonjour. My background... I started as a soldier in Australian army, typing on a manual typewriter, then to fax machines and satellites and more. Then a Service and Support career, and now I'm a consultant, coach and trainer. I also focus on HR, change and health. A focus on the Hman side of technology. Lots of human/machine/tech and AI ethics. There are so many frameworks in IT, and there are business frameworks, and so many overlaps. I am like a mixologist making a cocktail, blending frameworks together to match specific needs. Some are standard combinations, some are unique.

<mainbit> (shortened and summarised)

BR: So, Simone, **what are the main elements that we need to bear in mind to make that service management and new technology across a business successful?**

SJM: We are talking about change, and innovation. The way that people interact with technology has changed, and so have the people.

Man Makes Tool. Man Uses Tool. Tool Changes Man.

This refers to how humans have always been interacting with tools. The most critical aspect is the H2H human to human. The technology is coming deep into the human side.

If we are going to have a healthy mind we need to spend time having a healthy relationship with the interactions with those around us. Spend more time conversing.

BR: Yes, the IT guys I spoke to recently have said that they think that communication is better and easier when working remotely. Others in different profiles may feel different.

SJM: For me 'ESM' means Empathic Science Mindset. One thing is about our level of empathy. You need to understand your impact on human, whether in person or through a screen. Working from home can narrow your mind or widen your world.

We have become more human (boardroom people are not in the boardroom any more). This is not about silos, this is cultural.

IA: As tech is rolling into remote workplaces, we can see informal backgrounds and it is more human, but technology is bringing one task after another and another. Is the flywheel turning too fast and too tight.

SJM: yes, too tight. There are good links here to Flow Science. Getting into a Flow state us when we are at highest performance. We need to talk about Flow in how we talk about interactions between people and technology.

IA: But you could use the technology to give you time and space to get into flow.

SJM: Yes, I think ESM has been a good thing, it's letting us think about Experience Design.

IA: Yes, the majority on this show have been yes, but with different definitions.

SJM: think about the skyline profile of an organisation. A change in our culture is a change in the people. If you want to change the shadow of the skyline, we still need to come back to the changes in the people.

IA: Use technology to enhance people's ability?

SJM: And it's not AI. It's not artificial. Actionable, Augmented, Accelerated.

BR: yes, Dan Turchin said something similar. He said Artificial is not there yet.

SJM: We mean 'not human'. But why are we using it? Is it augmenting or advancing?

BR: Yes, I guess it's not trying to be human.

In terms of getting groups of people to work in new ways, organisation change, **what do you see working?**

SJM: People are desperate when they are silo'd. People usually only change when they are not comfortable. You need to create discomfort, and make the new state very attractive. We can create an intentional counterculture and be in the race to reskill. Not just upskilling. Reskilling.... Get people excited that they are not going to lose their jobs but they are going to work differently. This is a destination and how we integrate learning into work. We're going to take all parts of an organisation. If we are going to create moments that matter we have to have representatives from all across the organisation.

IA: **So you want people to want to be part of that group?**

SJM: Yes, you want people to be part of that empathic group. Empathy accelerates transformation. And Ethics. We are rediscovering our humanity across an organisation.

BR: **Why have we been so bad at this in the past?**

SJM: Feeling is a big part of this. It's always been about the stories, We're hooking into something and saying 'we didn't think that was possible'. The digital transformation phrase - the pandemic forced organisations to do this in 3 - 6 months, not 3 years.

BR: So the pandemic has helped us to rediscover our empathy. **Assuming the pandemic recedes, what do we have to hang on to?**

SJM :The conversations. The policies. Governance. Governance is not a big sticky. The play space that we have is going to make a big difference. Imagine playing in a sandbox and wanting to make a sandcastle. The shape of the sandbox is our governance. Even if it is the whole beach, governance still keeps us off the rocks and out of the water. In Australia you know 'you don't poke your fingers in a rockpool!'. That's governance. You need to understand what your sandbox looks like.

Difference between boundaries and limitations is important. This stuff excites me! It gives people and freedom and understand what is involved?

IA: In all these changes, **is the relationship between individuals and work changing?**

SJM: Yes, people are bringing their whole selves to work now. People are making commitments and newer ways to make it easier. We are being more mindful. The dynamics are shifting.

IA: Back to the flow topic, if there are not controls then work can intrude through all hours into your life.

SJM: Yes, remember governance and flow. We are doing things differently. Are we optimizing or transforming. If we are transforming we are doing new things.

BR: It's back to chicken nuggets!

Endbit

Simone's recommended drink.

A margarita. With the right tequila.

Key Lessons from Simone Jo Moore

- 1 - It's about Humans
- 2 - Man Makes Tool. Man Uses Tool. Tool Changes Man.
- 3 - For me 'ESM' means Empathic Science Mindset
- 4 - you don't poke your fingers in a rockpool!

Useful Links

Simone on Twitter: <https://twitter.com/simonejomoore>

Simone on linked in: <https://www.linkedin.com/in/simonejomoore/>

Website : <https://simonejomoore.com>

Bar Bio

Simone is a Mixologist & Human API. Service Management Thought Leader - Connect, share, discover & realise. Speaker, Consultant, Trainer, Writer & Mentor. She used to be a soldier, and knows never to stick her finger in a rockpool!