Reintroducing Stability

#NewMacy ACT III

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KEYWORDS: Pandemics, wicked challenges, second-order cybernetics, systemic change, ontological security, conversation, ontogenetic resilience, recursive feedback.

RSD TOPIC(S): Methods & Methodology, Socioecological Design, Sociotechnical System

Background

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We call it 1-800-CYBERNET

Our (adaptable) goal is to act in generative anticipation of #NewMacy's possibilities for service in our current moment. The 1-800-CYBERNET exercise takes inspiration from a site of improvisatory collaboration, a place where service is—ideally—provided for those who seek it. This is the site of the "call room," generally perceived as a site of frustration, where questions go perpetually unanswered. 1-800-CYBERNET does not answer questions either, but its call agents generally guide participants in working with questions in order to adapt to changing environments and the unknowable – to build collaborative relationships as they steer. At RSD11, 1-800-CYBERNET played out accordingly.

Hello, 1-800-CYBERNET. Please listen carefully as our ideas have recently changed. Again. Remember our brand promise: Ask a question, leave with three! Please be aware that your call may be monitored for ontogenetic resilience.

Reflection

At the end of this exercise, all were invited to situate themselves in the poetic—which we associate with *ontogenetic resilience*. The ACT III Miro Board (Figure 1) collected the participants' (poetic) feedback, recursive in its performance and use (#NewMacy 2022).

References

1. #NewMacy. (2022, October 15). *#Newmacy at RSD11, Act III Miro Board*. https://miro.com/app/board/uXjVPRcwN2Y=/
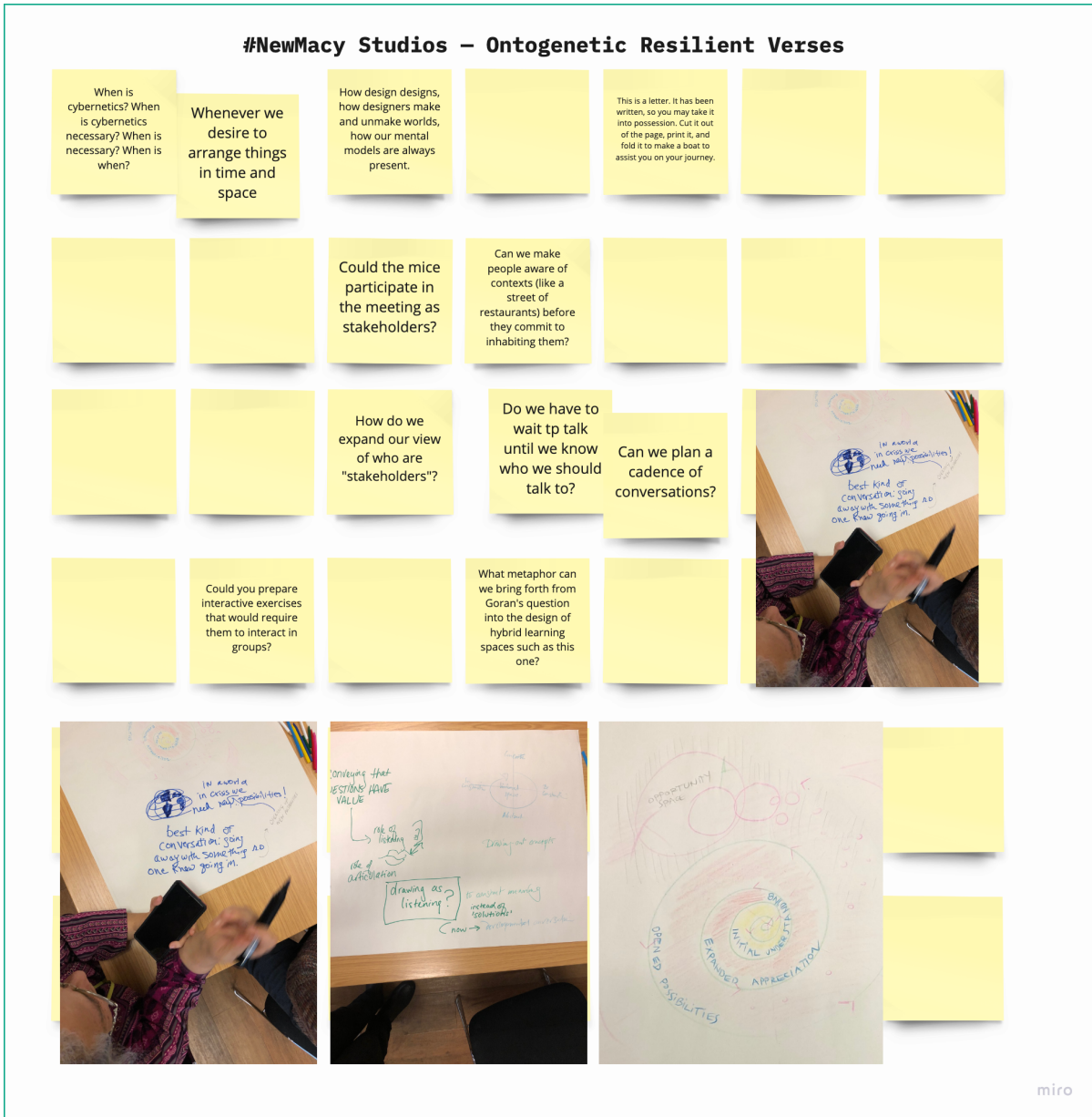
Figure 1. ACT III Miro Board (Figure 1) collected the participants' verses.