

April 2021 Event - Eirka Hall - Zoom Chat

April 13, 2021

02:03:38 Albert: YES

02:03:43 UX Research and Strategy: We have a Code of Conduct make sure you are following the rules
https://www.uxresearchandstrategy.com/uploads/1/2/6/7/126713167/uxrs_code_of_conduct.pdf

02:04:46 Gunjan Sobhani: Thanks now I can hear :)

02:04:50 UX Research and Strategy: Connect with us on LinkedIn! (personal page)
<https://www.linkedin.com/in/ux-research-strategy/>

02:05:06 UX Research and Strategy: April Networking event on Eventbrite
<https://www.eventbrite.com/e/pop-up-uxrs-speed-networking-extravaganza-tickets-149559409219>

02:05:29 UX Research and Strategy: Join us at our next event "When Strategy Meets Public Service: UX Research and Strategy in Government"--Get your ticket now on eventbrite!
<https://www.eventbrite.co>

02:05:46 UX Research and Strategy: We are trying to reach 28,000 followers for our group. Help us out!
<https://www.linkedin.com/company/ux-research-and-strategy-group/>

02:06:01 UX Research and Strategy: We're also on Instagram
<www.instagram.com/ux.research.and.strategy>

02:06:08 UX Research and Strategy: Like us on Facebook!
<https://www.facebook.com/UX-Research-and-Strategy-107790134316377>

02:06:23 UX Research and Strategy: Are you following us on Twitter?
https://twitter.com/ux_and

02:06:40 Katrin Suetterlin: Yaaaay for catering to everyone!!!

02:06:42 UX Research and Strategy: The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

02:06:48 Rachel Smith: Looking forward to that as a designer with Autism/ADD!!

02:06:48 Megan Martin: The link for the next eventbrite goes to the spanish homepage

02:07:01 Bilal Khan Durrani 21-11351: I am final year business student, specializing in Hr and Marketing! Would you like to connect? I am interested in learning Product design and integrating data analytics.
<https://www.linkedin.com/in/bilalkdurrani/> Thank you!

02:07:27 Brenda Plinck: Follow us @ SERVICE DESIGN DALLAS

02:07:28 Brenda Plinck: <https://www.linkedin.com/company/service-design-dallas/>

02:07:42 UX Research and Strategy: Check out our website or information about past events, upcoming events, and more!
<https://www.uxresearchandstrategy.com/>

02:07:44 Leslie LELLOUCHE: Excuse me, i Don't see slide

02:08:01 UX Research and Strategy: All of the UXRS live events: Eventbrite

02:08:06 Brandon E.B. Ward: Leslie - you might try changing your window settings

02:08:12 UX Research and Strategy: <https://ux-research-and-strategy.eventbrite.com/>

02:08:17 Leslie LELLOUCHE: the words are not all présent

02:08:30 Brenda Plinck: Service Design Network Dallas Chapter You Tube Channel-
<https://www.youtube.com/channel/UCW-irwe4OFDiSuMIFn4nhmg>

02:08:55 Alessio Calvo: will be the replay available?

02:09:06 Albert: participant Q: will slides be shared afterwards?

02:09:07 UX Research and Strategy: The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

02:09:10 Marcela Musgrove: How do we sign up for the neurodiversity inclusive design meet up?

02:09:21 Simon Vanleeuw: Love your books Erika!

02:09:23 Mike Gallers: Great to be here! So excited that this is virtual! (Nashville, TN)

02:09:30 Paul Steele: yep!

02:09:43 Perri Katzman (she/her): What is the book title?

02:09:48 Helena Blakemore: what is the book?

02:09:51 Christian Stovall: Will we see Rupert today?

02:09:52 Tyler (@TParker-Smith) - East Mids, UK: Just Enough Research

02:09:53 Kyle Soucy: Just Enough Research

02:09:54 Mike: Just Enough Research

02:09:59 UX Research and Strategy: Grab a copy of Erika's book "Just Enough Research"
<https://abookapart.com/products/just-enough-research>

02:10:06 xyz: Will you share the recording?

02:10:15 Brandon E.B. Ward: To join SDN's next meetup on neurodiversity, visit us at
<https://www.meetup.com/Service-Design-Dallas/events/>

02:10:19 Ani Yeghnazar: It will be on YouTube @XYZ

02:10:19 Clara: I bought the E-book!

02:10:20 Chrisz Glasz - Amsterdam: get it digital!

02:10:26 Gunjan Singh: I love Just Enough Research and Conversational Design

02:10:28 Simon Vanleeuw: Yeah, Ebooks is great

02:10:32 Khash Faiz: Sending love from the UK!

02:10:33 Mike Gallers: the book apart books are great

02:10:33 Maile Malin: <https://abookapart.com/products/just-enough-research>

02:10:36 Zahra Talan: I got it on amazon electronic I think

02:10:36 Bilal Khan Durrani 21-11351: will we get recording and slides?

02:10:37 Mike Gallers: just enough text :D

02:10:38 Khash Faiz: Just enough research is amazing

02:10:44 Fabian: It's on amazon for 75€ (Germany) ;)

02:10:47 Maile Malin: <https://abookapart.com/products/just-enough-research>

02:10:49 Mike: Also Conversational Design which I am using for a project right now!

02:10:54 Eliane Testone: The ebook version is a good option for overseas

02:10:54 John Sarmiento: The new 2nd edition has a neat section on surveys/NPS and ethics <3

02:10:57 Vaida: Love the book and always recommend it to all ux people!

02:11:28 Mike Gallers: THANK YOU!

02:11:29 Lisa Semidey: Agreed!!

02:11:33 Mike Gallers: new names for the same thing :D

02:11:43 Mike Gallers: User Centered Design, UX, CX, Service Design..

02:11:45 Dimitris Niavis: Yessss!

02:12:02 Mike Gallers: marketing people trying to make it Hot, which i'm not totally against..but a bit annoying :D

02:12:09 UX Research and Strategy: Do you have questions for Erika? Put there here in the chat. We will select a few.

02:12:11 Grace Buenrostro: I recommend getting it from A Book Apart. When I was going to get it, it was a lot more expensive on Amazon.

02:12:22 Mike Gallers: same Grace

02:12:34 Mike Gallers: planning a vacation..that will be so fun again

02:12:58 Jessica Pavone: What's an example of a "good" goal? What are the characteristics of a "good" goal?

02:13:15 Tanya Nativ: 🙌 Question to Erika: How can Researchers work with PMs and Designers in a great synergy

02:13:17 Albert: probably a 'smart' goal

02:13:18 Ashley Rovenski: Very well said!

02:13:30 Lisa Semidey: Never willing to invest enough time!

02:13:34 Casey Melanson (She/her): can someone post a link to sign up for the Neurodiversity, Accessibility and Inclusive Design event that was mentioned?

02:13:37 Tom UX Chang: Definitely cheaper on A Book Apart for both paperback and ebook.

02:13:38 Chris: Agreed, I think there's so much unnecessary debate around semantics in the industry

02:13:44 Leslie LELLOUCHE: your slide is not good, we are seeing big word

02:14:20 Marcela Musgrove: For neurodiversity event it doesn't seem posted yet but join:
<https://www.meetup.com/Service-Design-Dallas/>

02:14:21 Samantha Best: If you are seeing a big word you can change your zoom screen setting to fit to window.

02:14:28 Albert: @leslie lellouche: try zoom ration -> fit tow indow.

02:14:32 Jessica Pavone: what kind of secondary research do you suggest if you can't speak directly to users/customers?

02:14:34 Leslie LELLOUCHE: can you arrange?

02:14:43 Shahzma Haji (she/her): Question: how do you help an organization mature (or skip levels of maturity) in their research practices?

02:14:44 Adrienne: book depository: free delivery worldwide:
<https://www.bookdepository.com/?fbclid=IwAR1cd5nOj-P5Tlee0b5EqJ8-V4H4qYGyQ5TLxPbDwWOzZj14wvh9VVyaoNE>

not affiliated with them in any way

02:15:03 Zahra Talan: Sometimes I get the question what to do when there are no clear goals. I saw some solutions on the discovery Methodology of Emmanuelle Savarit.... What would you say to people just end in a research role and there seems not to be clear goals. Thanks

02:15:43 Leslie LELLOUCHE: it's ok :)

02:15:54 Brenda Plinck: Casey: for the Neurodiversity, Accessibility event, you'll find it in this meetup link, in the next couple of days: <https://www.meetup.com/Service-Design-Dallas/>

02:15:57 Michael Selz: Make the stakeholders stop to articulate learning objectives.

02:16:10 Simon Vanleeuw: What if you doubt on the briefing and the projects foundational validity, and you feel that the basic idea is getting defended by keeping out research?

02:16:51 Michelle Berois: what kind of secondary research do you suggest if you can't speak directly to users/customers?

02:16:59 Srishti: research & design are so closely interlinked. how do you show the impact of research vs the impact of design?

02:17:27 Ashley Cook: Our goal as researchers is decreasing the level of uncertainty so that people can make decisions.

02:17:32 Yung: Question - Any best practices/tips on creating personas that are gender neutral, unbiased?

02:17:37 Fabian: Wow! Great idea to stop naming it "research" !

02:17:37 Jessica Toth: What wise words

02:17:42 Albert: design things right vs design the right things ^__^

02:17:43 Leticia Emidio: will we be able to watch the recording afterwards?

02:17:57 Jessica Pavone: Sometimes research proves stakeholders wrong and that's a tricky predicament

02:17:58 Alex: Great talk- gonna buy your book

02:17:58 SDN - Brandon E.B. Ward: Yes - both groups will be posting the video

02:18:08 Leticia Emidio: tk you

02:18:09 Bilal Khan Durrani 21-11351: companies are using data scientists for that

02:18:17 UX Research and Strategy: The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!

<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

02:18:39 Abanoub Awny: awesome

02:18:58 SDN - Brandon E.B. Ward: And here as well:

<https://www.youtube.com/channel/UCW-irwe4OFDiSuMIFn4nhmg>

02:19:47 Fabian: Very nice! :)

02:19:49 Gwendolyn Elder: Amazing analogy! Thanks, Erika!

02:19:52 Mike: So true!

02:20:04 Mike: Validate my hypothesis please!

02:20:13 Melisa: I am also going to borrow that analogy. Thank you Erika 😊

02:20:13 Liz Trimber: "People want to be proven right" so true!

02:20:31 Melisa: so true!!!!

02:20:35 Nicola H: ooooh yes to this! I've sometimes had to say to teams, you know that because I'm a user researcher, doesn't mean that I own asking questions

02:20:36 Melanie Levy: so much!!

02:20:52 Nicole Wallace: 700

02:20:52 Chris: Is the recording going to be made available?

02:21:04 Brenda Plinck: The recording for today's event will be posted on SDN Youtube. Subscribe to get notifications when a new video is posted!

<https://www.youtube.com/channel/UCW-irwe4OFDiSuMIFn4nhmg>

02:21:05 SDN - Brandon E.B. Ward: Yes - on both UXRS and SDN Dallas' YT channels

02:21:11 Chris: Yay, thanks Brandon!

02:21:12 Lisa Semidey: It's not the shiny object!

02:21:28 Jen Blatz - UXRS: Want to keep the conversation going? Sign up for our Slack channel! Fill in this form.

<https://forms.gle/4pFyZJyreEdvPWoz6>

02:21:51 Sayma: I would love to know

02:21:55 Liv Mandarino: I think that researching shouldn't be something detached to the design process, but an important part of it. The difficulty is making stakeholders and clientes understand that

02:21:55 SDN - Brandon E.B. Ward: SDN Dallas doesn't have a Slack, we just go to the UXRS one ^^ :-)

02:22:04 Abanoub Awny: Question: I'm actually making good progress on make the stakeholders in my organization understand Value of Research, but how can I do a good amount of design & progress and still have time to research if I'm the only Product Researcher/designer in that organization?

02:22:45 Fabian: How do you think UX Research fits into the SAFe Framework? Is this even possible?

02:23:02 Kim Scerbinski: Would love to know how you keep user interviews on track, if you have someone who is a talker or if get off track

02:23:03 Melanie Levy: oof, Fabian - been there!

02:23:04 Sherlie: What's your take on Mixed method research?

02:23:24 Sayma: People want examples, would love to know some great organizations that are great because of their writing along with great designers and developers.

02:24:09 Jen Blatz - UXRS: What did you think of tonight's event? Complete the survey now! (below is Erika hall survey)
<https://forms.gle/PqnfLxDHcqZL6RmZ7>

02:24:10 Stacie Stankos: Love this quote.

02:24:10 Ashley Rovenski: LOVE THAT

02:24:17 Whitney Helwig: LOVE that quote!

02:24:19 Simona Ciocoiu: ny times article

02:24:39 laura turqueto: Could u guys write the quote down, pls?

02:24:40 Simona Ciocoiu: *what wa the name of the NY times article?

02:24:46 Ashley Cook: <https://www.wsj.com/articles/SB10001424052702304256404579449254114659882>

02:24:47 Melisa: what a quote!!!

02:24:53 Aya Galloway: The power of thick data - "all business is placing bets on human behaviour" - So how big of a bet are we placing?

02:24:54 Shannon: <https://www.wsj.com/articles/SB10001424052702304256404579449254114659882>

02:24:57 Mohamed Noordeen: What a great way to frame it

02:24:58 Albert: all business is is placing bets on human behaviour

02:25:15 Melisa: thank you for the article

02:25:39 Simon Vanleeuw: So valuable!

02:26:19 SDN - Brandon E.B. Ward: Thanks Shannon!

02:26:37 Ashley Cook: It's about REDUCING uncertainty to a point where people feel comfortable making a decision

02:26:48 Jen Blatz - UXRS: Check out the UXRS website or information about past events, upcoming events, and more!
<https://www.uxresearchandstrategy.com/>

02:27:05 Zahra Talan: You will never be certain, you have enough confidence to make that decision.
#mikedrop

02:27:32 Visnu Ghosh: Omg so much gold!! Yess!!

02:27:44 Husna Ansari (she/her): yes!

02:27:57 Alysha Jivani: If you're working with a large organization, how do you balance having many diverse business users (i.e. stakeholders) whom you need to interview to gather business requirements with making sure you get enough time / research with end-users?

02:27:57 Whitney Helwig: SO TRUE!

02:27:59 Karl Byrne: Gold is the word for sure!

02:28:01 Jen Blatz - UXRS: If you miss our usual networking opportunity, join us on April 19 for our bonus Networking event on Eventbrite

02:28:17 Helene Oliveira: Very good point

02:28:23 Jen Blatz - UXRS: April Networking event on Eventbrite
<https://www.eventbrite.com/e/pop-up-uxrs-speed-networking-extravaganza-tickets-149559409219>

02:28:50 Gwendolyn Elder: I love the candid nature of her answers!

02:28:51 Sonja: So, how do you help people stop being scared of looking stupid?

02:29:00 Tyler (@TParker-Smith) - East Mids, UK: I'm just enjoying that this isn't at 11pm-1am for me compared to most of the UXRS events.....

02:29:06 Tanya Nativ: Hey fellow researchers, feel free to join Design Researchers Slack group to talk everything research 🙌

02:29:07 Tanya Nativ:
https://join.slack.com/t/designresearchers/shared_invite/zt-ovmt915e-405AEpHXhP2dhXGAKFa5tA

02:29:50 Jim Brewer: Hate to leave - terrific discussion.

02:29:53 Jen Blatz - UXRS: We will share the chat from today on the UXRS website.
<https://www.uxresearchandstrategy.com/>

02:29:53 Mike: I am still recovering from "Brainstorming ideas is hot garbage ." lol

02:30:11 Melisa: me2 Mike hahaha

02:30:26 mike caskey: lol

02:30:27 Lisa Semidey: I want to start my next presentation with "Brainstorming ideas is hot garbage ."

02:30:27 Paul Steele: The road to Aboline

02:30:40 Mike: You should

02:30:45 Farrah: How do you create a collaborative, psychologically safe environment with high-level stakeholders that you don't see often during the course of a project, but who wield a lot of influence in the occasional design thinking meeting, etc?

02:30:48 Melisa: This is so liberating

02:30:57 Paul Steele: Abilene, sorry

02:31:15 Valdir: Hello Guys 🙌

02:31:15 Mike: Also "They have a thing they want to do and they don't want pesky reality to get in the way."
"

02:31:19 Jen Blatz - UXRS: Yes I came from a newspaper background. Erika is spot on!

02:31:33 Rahul Kapoor: Q: Is there a tip to find out facts during research that you didn't know that you need to know to make a decision?

02:31:40 Bia Bandeira: ç

02:31:52 Stacie Stankos: Yes to newspaper!

02:32:46 Sarah Jensen: Lol @Lisa S same

02:32:52 Ashley Cook: Erika - In your experience with doing generative research for service design, ideally at very large enterprise companies, how do you approach designing the overall research effort to reach a shared level of confidence amongst the stakeholders where we can proceed to service blueprints that will be used?

02:33:30 Ashley Rovenski: I'm curious how an organization can develop those standards for decision making. How can they set those criteria? What's a way to get everyone to think about that

02:34:12 Jen Blatz - UXRS: Are you following us on Twitter?
https://twitter.com/ux_and

02:34:26 Simon Vanleeuw: Another question: How do you know when biased research is used, with questionable methods, to push an idea forward? How can you spot the bias?

02:34:38 Melanie Levy: "You can't math your way to an answer." *head explodes*

02:34:47 Mike: lol

02:35:20 Jen Blatz - UXRS: Read the section about Surveys in Erika's book and she goes into great depth about this. Great stuff!

02:35:29 Melanie Levy: Hope Erika doesn't mind if I steal that!

02:35:44 Eric Oosenbrug: See also "Trust in Numbers" by Theodore Porter -
<https://press.princeton.edu/books/paperback/9780691208411/trust-in-numbers>

02:35:48 Gabriela: How to align a common research framework in a research chapter whose members work in different projects in a company?

02:35:49 Alex Chhuon: It was 20% happier than my last vacation

02:35:55 Mike: (in robot voice) I gave it a 3 NPS score

02:36:01 Farrah: ^ lol

02:36:03 Alexis Gerome: Thanks Eric

02:36:27 Sarah Jensen: Where has she been all my life

02:36:37 laura turqueto: Where has she been all my life 2

02:36:39 Albert: brilliant stuff here :)

02:36:40 Stacie Stankos: "We need to know what's going on the world before we measure it." LOVE THIS

02:36:41 Melanie Levy: @mike...LOL

02:36:44 carolina beiertz: I need her as my mentor. So refreshing and amazing!

02:36:59 Elli: How do you respond to "you only talked to 12 people, how can we generalize that?"

02:37:01 Zahra Talan: I know. I want her in a small version to carry around

02:37:02 Lisa Semidey: LOL @ NPS commnet

02:37:03 carolina beiertz: This is the kind of pep talk all researchers need when you feel like quitting hahah.

02:37:08 Daphne Fruchter: When we should use qualitative data and quantitative data in a research?

02:37:10 Ashley Cook: See also - How to Measure Anything by Douglas Hubbard (<https://www.amazon.com/How-Measure-Anything-Intangibles-Business-ebook/dp/B001NUYS2U>)

02:37:24 Michelle Berois: Q: What works well for translating SD insights and outputs into language and formats that are most useful for UX and product and developers for their work?

02:37:43 Nicole Wallace: lol @Zahra I totally second that!!!

02:37:49 Visnu Ghosh: exacly!!

02:37:58 Visnu Ghosh: exactly*

02:38:15 dan: If you've only talked to 12 people you've probably talked to 4 too many. highlight how many similar things you heard from the 12 & use that as your basis for making conclusions or more importantly defining further questions

02:38:18 Dimitris Niavis: Yessss! Insights and evidence > data

02:38:35 Farrah: "Toxic environments for decision making" is a book I want to read.

02:38:52 Mike: haha

02:38:58 Ashley Rovenski: I don't have words to describe how excited I am and how much I'm taking away from this webinar!

02:39:13 Stacie Stankos: I can't type fast enough! Loving all of it.

02:39:18 mecca: How do you know you have a good question?

02:39:24 elbinsamuel: Search for reasons why I might be wrong - not for reasons why I must be right.

02:39:42 Gilia Angell: my notes on this session are going into my "check here daily" work folder

02:39:55 Boyana Mecheva: Hope we'll have the recording afterwards :)

02:39:59 Lisa Semidey: If leadership (decision makers) can't articulate the question, it becomes a waste of time to do any work sometimes

02:40:11 Stephanie Bell: Ashley R - agreed!

02:40:12 Mike: "pathologies"

02:40:15 Lisa Semidey: Or not the question, but what they want to understand

02:40:40 Ashley Cook: You know you have the right question when the people you are researching for know how the answer will support their ability to make a decision. And, then you can ask them "how confident do you need to be to pull the trigger?"

02:40:41 Melanie Levy: Erika is my spirit twin

02:40:42 Shannon: So good!!

02:40:47 Nicole Wallace: * mic drop *

02:40:47 maiken3: I would argue you are quite a bit smarter, but that's my opinion

02:40:48 Amanda: How do you interview all the stakeholders in one big organisation?

02:40:48 Mas González Diego: I love this.

02:40:48 Farrah: THIS. I need to know how to overcome fear.

02:40:49 Kelly Simpson: WOW!!!

02:40:50 Zohar Lindenbaum: Amen

02:40:50 Patty.Kalvelage: omg! have that issue in our place of work!

02:40:50 Gilia Angell: WOW

02:40:51 Eliane Testone: Fantastic <3

02:40:51 Qaadira Ihsaan: I love that.

02:40:51 Michelle Cummings: !!!

02:40:52 Jessica Toth: Right ^

02:40:52 Alexis Gerome: Clap clap clap

02:40:53 Agnes Kiss: that is wisdom

02:40:53 Zahra Talan: lol

02:40:53 Visnu Ghosh: Incredible

02:40:54 Paul Steele: PREACH

02:40:55 Simon Vanleeuw: So many one liners

02:40:56 Anna Poruks: *mic drop*

02:40:56 Jason Gillard: I like that!

02:40:56 Alexis Gerome: High five,

02:40:57 Matt Morrissey: YES

02:40:58 Laura Sands: YESSSS

02:41:00 Matylda: Haha!!!!!!

02:41:01 JC Casas: I appreciate the candor

02:41:03 laura turqueto: amazing

02:41:05 Ashley Rovenski: Incredibly articulate and well spoken and succinct!

02:41:05 Min Wang: Vey impressed~ this is awesome!

02:41:06 Dimitra Zafeiri: She doesn't hold back ! <3

02:41:06 Ula Manschot: Love it

02:41:07 Munira Girnary: My mind is blown - love this

02:41:07 Elliot: Can I have that in poster format please?

02:41:09 Arika Lawrence: Sooooo many gems!

02:41:09 Melisa: Erika - you are officielle my design-spiritanimal

02:41:15 Alexis Gerome: Make it a Poster!

02:41:23 Adam: insert wayne's world "we are not worthy" meme

02:41:24 Kelly Simpson: Make it a Poster AND a tshirt!

02:41:25 Suzanne Ross: Can we get that on a t-shirt?

02:41:29 Mike: "Everyone is so concerned with looking smart that it makes them stupid. "

02:41:30 Gilia Angell: Yes, a poster and t shirt.

02:41:37 Zahra Talan: WWED. What would Erika do?

02:41:43 Alexis Gerome: Will print it and give to every client I work with haha

02:42:06 Ruchi Saxena: I would love to have a backup of this chat....invaluab,le

02:42:06 Dimitris Niavis: Q: How about what we think we know? The most riskiest assumptions?

02:42:09 Kate Nikita: That's a good call, "Everyone is so obsessed with looking smart that it actually makes them stupid." Very applicable to the school I graduated from.

02:42:10 Sonja Giesemann: This is the best summary of "setting up for failure" il have EVER heard

02:42:17 Lisa Semidey: Do you sell a mini figure of yourself Erika? I want to have you in my office as inspiration

02:42:28 Melisa: a New 8balll with what world erika do.....

02:42:29 John Milanski (Boulder, CO, USA): See Tomer Sharon's book It's Our Research on the one-pager plan

02:42:55 Melisa: Lisa. i want a mini figur too

02:43:51 Alia: How do you quell the fears of "what if our users all want different things"?

02:44:16 Lisa Semidey: It's a learning... then you have to prioritize what you find. Everyone will want different things, always.

02:44:21 Alexis Gerome: Yep good one - Or check articulating design decisions

02:44:40 Ashley Rovenski: Brene Brown

02:44:43 Tom UX Chang: Be humble

02:45:53 Anthony: Have a 'need to know' value.. and see it as an opportunity to learn and grow. You generally find that you are not the only person who doesn't know!

02:45:59 Tom UX Chang: If you don't want to say "I don't Know", then say "When do you need answer?"

02:46:01 Husna Ansari (she/her): I think people feel like they need to pretend to know a lot because its a way of coping with imposter phenomena, but it just stifles learning and curiosity

02:46:11 Farrah: ^

02:46:50 Simon Vanleeuw: Steve Jobs<3

02:46:52 Kelly Simpson: YES!!! Love this!

02:46:55 Mike: I am a big fan of saying "I don't know." It's so liberating.

02:46:58 Visnu Ghosh: It's also dependent on the culture created by the leaders

02:47:10 Visnu Ghosh: As Erika is describing

02:47:11 Gwendolyn Elder: ROLF!!! hahahahaha

02:47:24 Priyanka : + 1 to what Mike said.

02:47:53 Abanoub Awmy: Dang! I love that Steve Jobs part & how Erika said it

02:47:54 Gilia Angell: I admit I don't know all the time..it is liberating. And "give me time to think about it/investigate. "

02:47:56 Mas González Diego: I believe this is that conference, it was moderated by Walt Mossberg and Kara Swisher, for anyone curious about it:
<https://www.wsj.com/video/bill-gates-and-steve-jobs-at-d5-full-session/60C4F9FA-9AD5-4D04-8BB6-015AEBB1C052.html>.

02:47:57 Anthony: There is actually so much we don't know.... and it will always be that way.. so be comfortable with 'ignorance'. Always question, always challenge.

02:48:17 Gilia Angell: I've been called "egoless" for admitting I don't know things.

02:48:26 Kelly Simpson: I HATE when people say oh well this is the way we've always done this!

02:48:29 Husna Ansari (she/her): lol Gilia

02:48:38 Shannon: Q: What is your best tip for getting leadership to listen to researchers?

02:48:49 Gilia Angell: No, it's just that nobody can know everything at every moment

02:50:04 Ashley Cook: LMAO!!!! "Critical Thinking Debt" love that Erika

02:50:06 Simon Vanleeuw: Critical thinking debt<3

02:50:07 Farrah: ****CRITICAL THINKING DEBT****

02:50:09 Lisa Semidey: CT Debt! Yass queen!

02:50:22 Mike: BOOM

02:50:35 Simon Vanleeuw: Debt level over 9000 in some companies

02:50:51 Mike: Is Erika starting a cult and where do I sign up?

02:51:00 Christian Stovall: Inclusion is also flattering.

02:51:05 Lisa Semidey: LOLOL

02:51:09 Priyanka : LOLOLOL

02:51:10 Albert: @Mike: this is the initiation :)

02:51:18 Shannon: #hotgarbage

02:51:22 Sophie Finn (She/Her): lollllll

02:51:29 Eileen Patskin: yes!

02:51:30 Nancy: YAS Erika!!!! SO well said!!

02:51:32 Husna Ansari (she/her): cult initiation: you must admit you don't know everything

02:51:38 carolina beiertz: hahaha

02:51:48 Rachel Kantrowitz: Erika's great points about knowing what we don't know, and not trying to validate our own assumptions reminds me a lot of a recent NYT article on Kati Kariko, a mRNA researcher. "There's a tendency when scientists are looking at data to try to validate their own idea," "The best scientists try to prove themselves wrong. Kate's genius was a willingness to accept failure and keep trying, and her ability to answer questions people were not smart enough to ask."

<https://www.nytimes.com/2021/04/08/health/coronavirus-mrna-kariko.html>

02:51:48 carolina beiertz: I think that in itself would be so difficult for people to do Husna

02:51:50 Lynne Polischuik (she/her): YES this. Repositories are such a colossal waste of time + resources

02:51:50 Gabriela: What are your thoughts on atomic research?

02:51:50 Marissel: I missed out on "brainstorming is hot garbage" does anyone have a tldr

02:51:59 Leticia Emidio: Does Erika have social media? Instagram or something we can follow daily?
pleaseee

02:52:00 Mike: Admit the imposter syndrome you are feeling is ACCURATE.

02:52:08 Husna Ansari (she/her): hahaha

02:52:10 Rachel Smith: I'd love to know more about building more conversational, involved research!!

02:52:19 John Sarmiento: Love participatory research not just "a method" but as a way of discovering and learning

02:52:24 Lynne Polischuik (she/her): @mulegurl on Twitter

02:52:25 Eric Oosenbrug: damn reality

02:52:31 Tom UX Chang: Has anyone said they don't know in an interview?

02:52:42 Melanie Levy: Oh, I have

02:52:46 Lynne Polischuik (she/her): Sorry @mulegirl

02:52:46 Boyana Mecheva: It's all reality's fault! :D

02:52:50 SDN - Brandon E.B. Ward: Job interview? All the time.

02:52:50 Amy Mabli: I have. Didn't get the job. lol

02:52:55 Whitney Helwig: I have! Doesn't seem to go over well in interviews...

02:53:02 Dimitra Zafeiri: I love how cuts through the corporate murk

02:53:15 Lisa Semidey: LOL

02:53:22 Dimitra Zafeiri: I love how she cuts through the corporate murk

02:53:25 Sonja: We have done it, designed our processes to be participative. We noticed that it doesn't always work. Asking questions opens the field up but oftentimes agile teams are under so much time pressure that they close themselves up. They don't want to ask questions...

02:53:28 SDN - Brandon E.B. Ward: Depending on the job, if you don't know, be honest, and say, but based on what I DO know, my educated guess might be...

02:53:31 Rachel Smith: Best thing is to say "I don't know now but I'll find out more for you!"

02:53:36 Husna Ansari (she/her): I said in a recent job interview that I always go into the room with the assumption that I don't know everything, but it helps that I am a junior designer

02:54:11 Brenda Plinck: The recording for today's event will be posted on SDN and UXR Youtube . Subscribe to get notifications when a new video is posted!
<https://www.youtube.com/channel/UCW-irwe4OFDiSuMIFn4nhmg>

02:54:28 SDN - Brandon E.B. Ward: "My job as a consultant is to be ignorant, and ask a few questions."
— Peter Drucker

02:54:36 Lucas Oliveira: I classify myself as an Expert Learner. I do not know today but I promise that I am an expert at learning and will deliver insights from that perspective.

02:54:38 Simon Vanleeuw: Can pathology be an incentive?

02:54:40 Nicole Wallace: There's nothing wrong with saying you don't know in a job interview, as long as you follow that with a willingness and plan for finding out

02:54:51 SDN - Brandon E.B. Ward: Sorry "My greatest strength as a consultant is to be ignorant and ask a few questions." — Peter Drucker

02:55:32 Husna Ansari (she/her): love that quote brandon

02:55:46 Ashley Cook: THAT is so critical to good Service Design research!

02:55:47 Nancy: YAS!!!!

02:55:48 Ashley Cook: THANK YOU

02:55:52 Ashley Cook: Understanding "who loses"

02:56:08 Paul Steele: THANK YOU!

02:56:31 Husna Ansari (she/her): You are awesome, Erika

02:56:34 paige.roche: ++++

02:56:39 maiken3: Inherited research!

02:56:44 Boyana Mecheva: There are so many other places where it depended on the person's job to not understand something. It's painful.

02:57:16 Lisa Semidey: Questions > Answers

02:57:23 John Milanski (Boulder, CO, USA): Q: How do you decide what groups/companies you want to work with? What are signs that you should walk away?

02:57:28 Jen Blatz - UXRS: Last chance today to Sign up for the UXRS Slack channel! Fill in this form.
<https://forms.gle/4pFyZJyreEduPWoz6>

02:57:29 Sherlie: Shift the value from answers to questions

02:57:49 sophie: How do you go about ensuring your research is inclusive, accessible, and global research?

02:57:49 Jen Blatz - UXRS: Sorry we won't be able to network today. Join us next week: April Networking event on Eventbrite
<https://www.eventbrite.com/e/pop-up-uxrs-speed-networking-extravaganza-tickets-149559409219>

02:57:56 Lisa Semidey: Word of the day: Garbage

02:57:58 Shannon: LOL

02:57:59 Mohamed Noordeen: "Answers have a short shelf life"

02:58:02 Tom UX Chang: Be humble, truthful, and diplomatic

02:58:14 Jen Blatz - UXRS: What did you think of tonight's event? Complete the survey now!
<https://forms.gle/PqnfLxDHcqZL6RmZ7>

02:58:22 elbinsamuel: People evolve

02:58:32 Agnes Kiss: what can you do with the information who loses with mapping onto reality? what can you do with company politics?

02:59:02 John Sarmiento: (Related to that question) "With this conversational and participatory way of research, how might a researcher plan and identify key decision makers from the start, as well as consider an inclusive and diverse committee to discuss your research plan and findings? Not suggesting that these groups are exclusive."

02:59:19 Behnosh Najafi: Thanks so much UXRS and Erika for an insightful presentation!

02:59:24 Susan Price: "Let's validate this research since it's been awhile and we have changed since then"

02:59:31 Simon Vanleeuw: Thanks Erika!

02:59:39 Susan Price: People skills are also important :)

02:59:59 Kelly: "Start from assumption that it's not trustworthy" -- speaking from pessimist to pessimist.

YAAAAS.

03:00:07 Anthony: Focus on value! Simple!

03:00:32 Melanie Levy: HAH

03:00:38 Mike: The use of the word "validate" in research makes me insane.

03:00:46 Susan Price: IWIKI "I wish I knew it

03:01:43 Jeanette Fuccella: +1 @Mike re: "validate"

03:02:00 Susannah Stayter: HA!

03:02:06 carolina beiertz: This is gold! hahaha

03:02:09 Jessica Toth: Yes, the analogies are great :)

03:02:11 SDN - Brandon E.B. Ward: "Innovate" is another fun one

03:02:11 Stacie Stankos: LOL

03:02:17 Nicole Wallace: hahahaha antiques roadshow

03:02:19 carolina beiertz: Antique research! haha

03:02:20 Lisa Semidey: What are your thoughts around "artifacts" from research? Some companies put a high level of importance on polished artifacts?

03:02:20 SDN - Brandon E.B. Ward: "Let's validate that we innovated."

03:02:26 Jessica Toth: Yes, let's talk about how writing fits in please

03:02:40 Susan Price: Help me understand why validate makes you crazy

03:02:42 Arika Lawrence: This was an awesome talk!

03:02:52 Melanie Levy: @Brandon - LOL

03:02:55 Arika Lawrence: This convo was super validating!

03:02:55 mecca: Q: How do we know we have a good question?

03:03:07 Dave C: Less is more

03:03:08 Dave C: ?

03:03:12 Simon Vanleeuw: Mailchimp!

03:03:14 Tom UX Chang: The best actors say the least.

03:03:17 Guest: HotelTonight!

03:03:22 Jeanette Fuccella: Validate = show me that I'm right. Test = let's test a hypothesis; we learn whether it's true or false.

03:03:23 Jessica Coates Beauchemin (she/her/hers): This is truly one of the best UX talks I've seen — amazing

03:03:26 Jinna Hagerty: Mailchimp tpp

03:03:30 John Sarmiento: Have to head out, but thank you so much Erika for these solid lessons and UXRS/SDN for the event!

03:03:40 carolina beiertz: "Who Gives a crap" is awesome at content design. - Toilet paper company in the UK

03:03:47 Greg Lakloufi: Hello @Michael selz

03:03:48 Mike: We are kind of all over the road and I am here for it.

03:03:53 Sophie Finn (She/Her): Erika - what are you reading rn?

03:03:55 Jen Blatz - UXRS: Want to be in a group photo for the UXRS website? Turn your camera on

03:03:57 Austin Baldi: Erika Hall, you said a lot of really interesting information in this lecture. Is there any way we can get a written summary about everything that was talked about today?

03:03:59 Megan Martin: seconding Who gives a crap

03:04:00 Sarina Garg: Docusign?

03:04:10 Mike Galls: BOXES FOREVER!

03:04:10 Bobby Bishop: Is validate a buzzword that people use and don't really know what it means?

03:04:15 Jessica Toth: Yes, what is Erika reading rn?

03:04:19 Nathalie: ahh UX WRITING <3

03:04:24 Lucia: I'm a writer, and I believe you should be able to say it all in 1 sentence. Even reading a book: you will only remember a 1 sentence message when closing it.

03:04:25 Chrisz Glasz - Amsterdam: Great mug!!

03:04:31 Whitney Helwig: Agreed, what is Erika reading right now?

03:04:37 Farrah: I like your question @Jessica Toth

03:04:37 Shru: Written summary +1 I'd like it, too

03:04:45 Chrisz Glasz - Amsterdam: +1@nathalie

03:04:51 Jeanette Fuccella: @Bobby, imho it reveals a posture that the users of the world don't realize they have (but they do)

03:05:03 Lisa Semidey: Happened a ton to me as a Service Designer in health insurance spaces

03:05:17 Michelle Berois: Q: What works well for translating SD insights and outputs into language and formats that are most useful for UX and product and developers for their work?

03:05:18 Jessica Toth: It's not always easy to talk to users in civic tech

03:05:45 Jen Blatz - UXRS: What did you think of today's event? Complete the survey now! Help us improve the UXRS events
<https://forms.gle/PqnfLxDHcqZL6RmZ7>

03:05:47 Bobby Bishop: how do you test a design when you aren't given a testing environment and can't see it yourself?

03:06:26 Cynthia Palomino: How to start when you know there's so much to do but few time?

03:06:48 Lucretia Yeh: Can you give an example for proxies? Like if in our contracts we are forbidden from reaching out to our users (fintech - wealth managers & insurance agents)

03:06:55 Elliot: How do you approach talking to users about a product that isn't supposed to be known by the public until launch? Asking from a gov perspective.

03:06:59 Chris: If there are people who use similar tools to what you are designing, who operate in your organization, I've found a lot of success interviewing them, and taking their opinions as proxies as well.

03:08:05 Jessica Toth:
https://www.amazon.com/Order-without-Design-Markets-Cities/dp/0262038765/ref=sr_1_1?dchild=1&keywords=order+without+design&qid=1618337107&sr=8-1

03:08:15 Bobby Bishop: I've noticed that there are a lot of architecture people changing into UX.

03:08:38 Simon Vanleeuw: Definitely gonna read this!

03:08:42 Ashley Rovenski: architecture 101 - surprisingly applicable to UX work and a short easy read

03:08:55 Samuel Bendriem: THE COLLECTED ANGERS ;)

03:08:56 John Milanski (Boulder, CO, USA): Yep, Institute of Design/IIT Chicago based on New Bauhaus

03:09:01 Ashley Rovenski:
<https://www.amazon.com/101-Things-Learned-Architecture-School/dp/0262062666>

03:09:05 Sophie Finn (She/Her): Can we talk about biomimicry in design?!

03:09:09 Eric Oosenbrug: Graeber! Yes!

03:09:10 Rachel Smith: As an anthropologist, I LOVE David Graeber!!

03:09:19 Brenda Plinck:
<https://www.amazon.com/Utopia-Rules-Technology-Stupidity-Bureaucracy/dp/1612195180>

03:09:19 Eric Oosenbrug: +1

03:09:22 Jessica Pavone: +1

03:09:23 Simona Ciocoiu: what are some good design communities you are part of? where are good conversations happening

03:09:27 Karen Man: Yes, I worked in architecture for many years and many principles can be transferred to UX

03:09:27 Jessica Pavone: His children books are amazing

03:09:40 Jessica Pavone: Collaborated w/ his wife

03:09:40 Zahra Talan: Such an interesting person. Thank you!

03:09:52 Qaadira Ihsaan: Thank you!

03:09:52 Derek Fricano: THANK YOU so much Erika

03:09:52 Lucretia Yeh: Will we get a recording?

03:09:56 Boyana Mecheva: WWED

03:09:59 maiken3: You rock!

03:10:01 Rebekah Hickey: Fantastic - thanks Erika!

03:10:01 Brandon Tidwell: Thank you for being so EPIC!!!

03:10:03 Tim Worms: Erika on fire as always

03:10:06 Elizabeth Pose: Amazing presentation Erika. Thank you!

03:10:10 SDN - Brandon E.B. Ward: Lucretia - please monitor the UXRS and SDN Dallas YT channels

03:10:10 N mesis Cabaniel: amazing 😊

03:10:12 Monique Angeli: Amazing! Thank you all!

03:10:13 Jeanette Fuccella: Thank you for the amazing sermon! :)

03:10:13 Jen Blatz - UXRS: Want to keep the conversation going? Sign up for our Slack channel! Fill in this form.
<https://forms.gle/4pFyZJyreEdvPWoz6>

03:10:18 Tom UX Chang: Totally forgot about the slack channel

03:10:18 Shannon: Blew my mind and inspired me today!! Thank you.

03:10:18 Eliane Testone: So inspiring, thanks!!!

03:10:20 Simon Vanleeuw: Hi guys, was such an interesting talk, thank you. Feel free to connect with me on LinkedIn: <https://www.linkedin.com/in/simon-vanleeuw-08033245/>

03:10:22 Lisa Semidey: I needed this talk! Thank you for sharing everything you know Erika!!

03:10:24 Sophie Finn (She/Her): Thank you so much!!

03:10:24 Zoe Liu: Thank you so much for organising and thank you Erika!

03:10:25 Sonja Giesemann: Thank you! Very inspirational as always :)

03:10:27 Victoria Scripps: This was amazing, thank you all so much for this event!

03:10:35 Vibha Bhagwat: Awesome and truthful, right on! Thanks!

03:10:37 Ashley Rovenski: Can you repost the slack channel?

03:10:38 Dimitris Niavis: Thank you very much! Cheers!

03:10:39 Fabian: thanks a lot! book is already ordered ;)

03:10:39 Rachel Gamage: This was delightful!

03:10:39 Carly Eiseman: slack

03:10:39 Jen Blatz - UXRS: What did you think of today's event? Complete the survey now! Help us improve the UXRS events
<https://forms.gle/PqnfLxDHcqZL6RmZ7>

03:10:39 Anna Wozniak: Thanks a lot! :)

03:10:41 Camila Santos: Thanks for this Erica and team!

03:10:41 Emma: Brilliant thank you - a super event :)

03:10:43 Ralph: peace

03:10:43 Austin Baldi: Thank you.

03:10:43 Anna Tylikowska: Awesome! Thank you very much!

03:10:44 Mandeep Basi: 🙌🙌🙌

03:10:44 Andrea Silva: phenomenal event!

03:10:45 Mimi.Torabi: Thank you!

03:10:45 Samantha Best: Will you be sending a recording. I had to hop off for a little while.

03:10:46 Brenda Plinck: Follow SDN Dallas Chapter:
<https://www.linkedin.com/company/service-design-dallas/posts/?feedView=all>

03:10:47 Michelle Cummings: Awesome! Thank you Erika!

03:10:47 beatr_ao9yhny: Awesome!

03:10:47 Rachel Smith: Amazing discussion. Thank you Erika and Everyone!!

03:10:48 Jonty: Amazing session, thanks Erika!

03:10:50 Filipe Xavier: Thank you so much! It was amazing

03:10:51 Aya Galloway: So good thank you

03:10:51 Dave C: Thank you Erika and the UXResearch & Strategy gang!

03:10:53 Laura Engelshove: Thank you so much !!

03:10:55 Emily Gerrity: Amazing!! Thank you so much Erika!!

03:10:56 Neny: Thank you. so insightful 🙌

03:10:57 Filipe Xavier: Yes please!

03:10:57 Lisa : Will the chat be included in the recording???

03:10:58 Flavia Negrao: Are you going to share the recording?

03:10:59 Nathalie: good evening from France <3

03:10:59 Tom UX Chang: Everyday!

03:10:59 Simon Hall: Thank you, excellent talk!

03:11:02 Gwendolyn Elder: Best talk ever! Thank you for being real.

03:11:04 Jessica Martinez: Thank you very much for this session Erika! You were really enlightening!

03:11:06 Paul Steele: LOVED IT!

03:11:08 Alexis Gerome: Congrats ! Thanks!

03:11:08 Syahdan Edy Murad: Thank you, amazing session, love it so much!

03:11:09 Mike: That was awesome. Thanks all!

03:11:11 Pau: AWESOME!

03:11:11 Helene Oliveira: Thank you!!!

03:11:12 Visnu Ghosh: Thank you Erika!!!

03:11:12 Amelia Cole: Thank you!

03:11:12 Pau: thank you

03:11:13 Jessica Rosa: Sooo goood! Congratulations Erika and guys <3

03:11:13 Zahra Talan: I feel she is my research therapist

03:11:14 Michael Calvillo: This was great! Joined late, but excellent!

03:11:14 kristin: Thank you, now I got really inspired!

03:11:14 Mary Pedigo (she/her/hers): This was fantastic!!!!

03:11:16 audrey: really helpful. like the book came alive!

03:11:20 Alex Chhuon: Thanks everyone for this!

03:11:21 Melisa: so epic!!!!

03:11:24 Aya Galloway: Thanks everyone!

03:11:24 Matt Morrissey: Thank you Erika! We love you

03:11:25 Lucas Oliveira: Thank you from BRAZIL!!!!

03:11:27 Lara: This was great! Thank you!

03:11:29 Krisztina Szerovay: This was great & insightful, thank you!

03:11:32 Ashley Rovenski: Absolutely fantastic. Thank you so much!

03:11:34 Duda Sanches:thank you!!!!

03:11:36 Sofia Cruz: Amazing talk! Super value added! Great! Thanks!

03:11:39 Kate Nikita: Thank you! You, guys, are the best as always.

03:11:40 Kim Scerbinski: thank you!!

03:11:43 Beatriz Ribeiro:Thank you Erika!

03:11:43 Gilia Angell: Thank you very much for this.

03:11:43 Kate Nikita: Erika is great too

03:11:44 Amanda: please will you share the link to the recording? thank you.

03:11:48 Ruchi Saxena: Thanks you so much ...never seen such a resourceful session in a while..

03:11:50 DparaE: It was great! Thank you Erica and SDN Dallas for this amazing event!

03:11:51 Farrah: This was an excellent webinar. Thank you so much Erika and UXRS.

03:11:55 Taryl Law: Thanks for this - has been really interesting.

03:11:56 Lori Helmen: Thanks so much, Erika!

03:11:59 Jess W.: Thank you

03:12:02 silvia: Thank you, very inspiring!

03:12:09 Michelle Berois: Thank you so much!

03:12:20 Erin Robling Phillips: phenomenal - thanks so much

03:12:22 Jeanette Carrell: Thank you for being so practical and real!

03:12:24 elbinsamuel: Thank you Ericka! So refreshing...

03:12:27 Sara Loup: Thank you Erika!

03:12:28 Sophie Finn (She/Her): Erika's Twitter: <https://twitter.com/mulegirl?s=20>

03:12:30 Rhonda Nelson: /thanks Ericka this depth was so helpful, want more thanks!

03:12:37 REEM MEHDOUI (she/her): Thank you Erika!! This was so refreshing and inspiring!

03:12:38 Michael Calvillo: So true! No Fear!

03:12:41 Susan Price: "Research reduces your risk"

03:13:03 Lisa Semidey: Challenge of the day" Use Hot Garbage in a meeting

03:13:05 Patty.Kalvelage: I needed that quote today! those who are guarded and difficult are trying to be protective of themselves

03:13:08 UX Research and Strategy: Want to keep the conversation going? Sign up for our Slack channel! Fill in this form.
<https://forms.gle/4pFyZJyreEduPWoz6>

03:13:24 Erik, St. Louis: Fantastic! Thank You!

03:13:24 Ralph: salute

03:13:27 Nico C: THANKS ERIKA! big fan

03:13:30 Ashley Cook: Thank you!!

03:13:30 Augusto: Thanks for the wisdom, the inspiring and cozy talk from Brazil

03:13:30 Susannah Stayter: Thank you all!!

03:13:31 Filipe Xavier: Thanks!!!!

03:13:31 Flavia Negrao: can you share slack again?

03:13:32 Sonja Giesemann: I feel it is so valuable to realize that challenging assumptions is a value added output of our work. It is lost easily in the struggle to deliver

03:13:33 Brenda Plinck: The recording for today's event will be posted on SDN Youtube. Subscribe to get notifications when a new video is posted!
<https://www.youtube.com/channel/UCW-irwe4OFDiSuMIFn4nhmg>

03:13:33 Connie: Thank you!

03:13:33 Jane Martin: Thanks so much - that was brilliant.

03:13:36 Lanier Nelson: thank you!!
03:13:37 Anna Wu: Thank you
03:13:37 Simon Vanleeuw: See you, bye bye!
03:13:37 Lisa Semidey: Thank you!
03:13:37 Kailash Manjhi: Thank You!!
03:13:38 Husna Ansari (she/her): thank you!
03:13:38 Matt Hull: Thank you!
03:13:39 Elodie: Thank you :)
03:13:39 Janaína Nascimento: Thank You all! That was great!
03:13:39 Michael Calvillo: Thanks!
03:13:39 Dimitra Zafeiri: Thanks Erika
03:13:39 Samille: Thanks!
03:13:39 elbinsamuel: Thank you guys!
03:13:40 Jinna Hagerty: Thank you!
03:13:41 MHM Zoom: thank you
03:13:41 Andrew: Thank you
03:13:42 Izabela Ambiel: thans you!
03:13:42 Amr Shukri: thank you everyone
03:13:42 Husna Ansari (she/her): Ramadan Mubarak!
03:13:42 Boyana Mecheva: Thank you for the great insights Erika!
03:13:42 Alex Chhuon: Thanks!
03:13:43 Rachel Dodge: Thank you so much.
03:13:44 Daniela Romero: Thank you!
03:13:44 Mohamed Noordeen: Thank you!
03:13:45 Tom Howells: Thanks!
03:13:45 Marcela Nóbrega: Thank you!
03:13:45 Jessica Coates Beauchemin (she/her/hers): Thank you!