Distributed Dialogue Processing ™

IF THE COMPETITIVENESS OF A COMPANY DEPENDS ON ITS CAPACITY TO SATISFY THE NEEDS OF ITS CUSTOMERS -- THEN ITS COMPETITIVENESS DEPENDS ON HOW WELL IT IS AWARE OF THE NEEDS OF ITS CUSTOMERS.

IF A COMPANY’S PERFORMANCE DEPENDS ON HOW WELL IT PROVIDES FOR THE NEEDS OF ITS EMPLOYEES -- THEN ITS PERFORMANCE DEPENDS ON HOW WELL IT IS AWARE OF THE NEEDS OF ITS EMPLOYEES.

IF THE EFFECTIVENESS OF AN EDUCATION OR TRAINING EFFORT DEPENDS ON HOW WELL IT SUPPORTS THE INDIVIDUAL LEARNING NEEDS OF ITS STUDENTS -- THEN ITS EFFECTIVENESS DEPENDS ON HOW WELL IT IS AWARE OF THE INDIVIDUAL LEARNING NEEDS OF ITS STUDENTS.

Level 1: Feedback
Any strategy for improving business, education or training begins and ends with the quality of its assessments and evaluations.

What does the customer, employee, student or trainee need? What do the salespeople, trainers or line people need? What do the engineers or human resource people need? What resources do the executives, managers and supervisors need to provide?

Without accurately assessing customers’ needs, products and marketing efforts fail. Without accurately assessing employees’ needs, management fails. Without accurately assessing students' needs, education fails.

The currency of accurate, relevant, dynamic assessment is feedback. Getting it and understanding it is the difference between what works and what doesn't.
The human organism has evolved over millions of years to be optimally “tuned” to the “immediate-all-at-onceness” of natural, sensory existence.

Yet now, the “not-nowness” of complexly interacting contingencies is our modern human “environment”.

Our biologically evolved inheritance is out of “sync” with the necessities of our contemporary existence.

In order to bridge the timelessness nature of our nervous system with the time-creating processes of our thought — the “sense” through which we are aware of not present (not-now) contingencies — we tacitly acquire an “inner-interface”.

This inner-interface is what regulates our learning – our being.

Historically, this interface has evolved as an unconscious response to the importance (amplitude) of remembering (associations). Now, I believe, we are entering a new stage in human evolution – a stage most distinguishable by our conscious efforts to facilitate a significantly different, learning oriented, inner-interface.