Human Messy Unpredictable: Skills we need to Spread-eagle the pretentious Epidemic for our new social situation.

In an ineradicable uncertainty, in an environment that defies forecasting, our society's habituation of a system based on *"figure of merit"* will just not help us. In the main it subverts and wears away our capacity to adapt and respond to an unpredictable crisis.

Our fixation on the ratio of the output to the input of any system can no longer be the directional approach pattern to address the future or the current epidemic of COVD-19, then how should we address the unpredictable? What kind of *"intellection"* is really going to help us and what natural endowment or qualities one must be sure to defend us against the unknown ?

As I am writing this article, we have witnessed the same passim pana optical response by all governments to control the spread of the COVD-19 virus. The application of indexes to tables of data means we are dependent on one solution to this global epidemic.

Epidemic response in my view depends hugely on a human connection, it depends on people who know and trust each other. However these relationships evolve with time and unfortunately time is always in short supply when an epidemic breaks out. If there ever was a time to develop relationships, alliances, friendships and connect with each other on a human level; it is NOW!! *Yes it is time consuming, some may even call it inefficient but it is **"strong enough to withstand or overcome intellectual challenges or adversity"**.*

If we are really serious about vanquishing this epidemic we have to adopt multiple solutions, multiple thought processes and understanding the fundamental principle that segregation and isolation will not stop the spread of this virus, to the contrary it will have a catastrophic psychological and financial implications on economies, businesses and ultimately the families that this approach was suppose to protect.

*My views are not protoganising irresponsible behaviour and actions by individuals, but if we create enough awareness around the epidemic we must trust humanity to find a solution to this problem together. Instead of us depending on a single solution partner, I rather be everyone's friend. It is time consuming and expensive but it is **Robust** because it will make our whole society better defended against the unknown, **"The Unpredictable"**. Unfortunately we are stuck in the system or form by which a community or other political unit is governed by a small elite group instead of a system that allows social species like us to collaborate and bring to a whole, with all the necessary parts or elements; a solution to a crisis that affects us all.*

It is three (03.00) a.m in South Africa while I am putting something in written form because around 20.00 p.m local local time, our government like other governments announced the humdrum policy rationalizing the course of action to prevent the further spread of COVD-19

virus, and it started with the closure of all schools effective from the 18th of March 2020 to the 12th of April 2020.

My *Disputation* to this policy implementation is based on a simple rationale: Do All Working Individuals have access to children care companies or domestic helpers in our country? So who is going to look after the children of those employees or workforce during the course of next month? The solution some may say would be to work from home....Sounds simple enough but are businesses across the globe prepared for implementation of infrastructure required to have a mobilized workforce in 3 days ? What happens to the Telephony service that now needs to cater for a dispersed workforce ? What happens to the IT infrastructure required to mobilize these employees ? Did the elite making these decisions even consider a scenario whereby most of the workforce may be using a desktop PC and now businesses have to incur additional costs to deploy Laptops to these dispersed workforce ?

To make matters worse the same elite making these *monotonous decisions are the same elite who have proven time and time again they cannot be trusted as every state run institution in our republic has failed us in every aspect of growth of our human and social development. I can name a few , let's just start with our national electricity supplier Eskom whereby I am still baffled as to how STAGE 1 LOAD SHEDDING SCHEDULE CHANGES WITHIN A MATTER OF HOURS FROM STAGE 1 TO STAGE 4......what happened to alpha numeric numbering system whereby it starts with one (1) which is followed by two (2) and two (2) is not followed by Number (4) !!!!!.*

If the same state does not address the basic need of human civilization and fuel for any business which is the supply of energy to keep our ecosystem functioning, how are we supposed to trust the same state to make a collective humanized collaboration to fight this pandemic when they are an epidemic on their own?

The abstract summarizes the main ideas in my Disputation of the so called fixated approach on EFFICIENCY to resolve an unstable and unpredictable unknown in place of A ROBUST approach that is required to resolve the ever changing dehumanised, unpredictable and automated Ecosystem.

——

The issues we face are so big... and so challenging that we cannot do it alone, so there is a certain humility and a recognition that we need to invite other people in. When you look at any issue such as food or water scarcity

it is very clear that no individual institution, government, or company can provide the solution."

- Paul Polman

I have always been an advocate for allowing certain individuals with special needs to work from home in the right ecosystem. However in these extraordinary times *"Home-cooked lunches and no commuting while we deal with coronavirus can't compensate for what's lost in creativity"*.

To solve this epidemic through regimental authoritarian closures and regulations will not survive the test of times and rate of this epidemic spread in countries like Italy and other European Countries is my case in point.

Research also shows that what remote workers gain in productivity, they often miss in harder-to-measure benefits like creativity and innovative thinking. Studies have found that people working together in the same room tend to solve problems more quickly than remote collaborators, and that team cohesion suffers in remote work arrangements. *Hence my emphasis on the importance of more human connections during these times, because only great teams through collaborations, friendships, relationships and a common goal can find a solution to this complex situation. **More than ever we need connection and not segregation.***

The subject matter of a conversation or discussion around "Two or more draft Animals that work together to pull something; in other words *A TEAM*".

This epidemic should actually serve as an efficient cause of revolution in turning a *group of strangers into a Team.* Unfortunately most of our government institutions and their actions in the wake of this crisis clearly suggests they are still stuck on the myth of Efficiency. Every country's response is standardized, prescribed to the minute. The question we all must ask: ***is it working ?***

Recently I was reading this article by **David Brindle Buurtzorg: the Dutch model of neighbourhood care that is going global**
Innovative nursing model cuts bureaucracy and gives
nurses more freedom and time with clients

This case study is a perfect example of why during a climate of unpredictability being Robust and having human skills is more important than Being Efficient. As during epidemic time is what we do not have, this case study acts as an important lesson in how to turn a group of strangers into a team.

The extracts of the article :

The Dutch may be renowned for tulips and Edam cheese, but these days it's their innovative I district nursing and homecare model that is exciting global interest. Buurtzorg, which translates as "neighbourhood care", is seen by its many enthusiasts as a key part of the solution to challenges facing healthcare systems across the world.

From Aberdeen to Shanghai, the Buurtzorg approach is being seized on by policy-makers as a means of enabling people with care needs to live independent[y with much less formal support. Potential cost savings of up to 40% have been calculated.

At the same time, the model is said to be hugely popular with the nursing teams who run it because it frees them from management control and unleashes their entrepreneurial creativity.
And it is very simple.
*Buurtzorg was founded 1O years ago by a 56-year-old nurse, **Jos de Blok**, and started with an initial team of four. The system that evolved deploys teams of up to 12 nurses, who are responsible for between 40 and 60 people within a particular area. There are now around 900 teams in the Netherlands, supported by no more than 50 administrators and 20 trainers.*

The principle underpinning the model is that the nurse acts as a "health coach" for the individual and their family, emphasising preventive health measures but also delivering necessary care themselves or calling on others to do so. The golden rule is that nurses must spend 60% of their time in direct contact with the people they support.

An evaluation by consultancy KPMG in 2012 found that although the care might be costlier per hour than under a traditional approach, it was of higher quality and better appreciated by those in receipt. Crucially, only half as much care was typically required.

"What I see in a lot of countries is that systems are increasingly complicated and frustrations are becoming worse and worse," says de Blok. " I want to show that it's easy to change."

"I am not interested in money," de Blok says. "I see so many people searching for a new way of doing things in all the places I visit. It's all about creating something different from the bottom.

—

I don't like that man. I must get to know him better."

- Abraham Lincoln

I have been fortunate enough to be part of teams in previous endeavours and I have been fortunate enough to grow and create successful teams thriving towards a common goal.

Amy Admondson defines "A Team" is :

A stable

Bounded group of individuals

Interdependent in achieving

A shared goal.

Let's consider in detail and subject to an analysis in order to discover essential features or meaning of **Amy Admondson's** dedication of a Team, it holds true in an environment capable of being foretold. My personal view of Amy's definition of A Team is just as she said. However, it is simply a matter of time till we all realise what she has been advising for years; and it is so relevant to our present situation as neither *we have stability, our elite group of individuals have already made the decision for us not to be bounded together as a collective unit, we are definitely not interdependent on each other in segregation in achieving a shared goal because segregation and isolation leads to a MINDSET of us against them.*

COVD-19 pandemic arrival has been long awaited as we all knew an epidemic of this magnitude was around the corner, and it will take a huge amount of time and effort and a lot of people would call it distraction but we need to energize our community, our society in order to make everyone more productive, *preparedness, coalition building, imagination, experimentation, bravery; in*

an unpredictable age these are extraordinarily sources of resilience and strength as they give us limitless capacity for adaptation, invention and variation.

The only way we can overcome this epidemic In my view is through *situational humility, curiosity, psychological safety and a human connection. My question to our institutional elite is simple: Does your decision making process have given us what is desired or needed, especially the psychological safety and a human connection we all desperately seek!!!!!*

Sidharth Srivatsava.