

ARMA Greater Columbus October 2020 Chapter Meeting

2020-10-15

- Mark Conrad

00:01 - 00:03

This conference will now be recorded.

- Mark Conrad

00:05 - 00:05

All right.

- Mark Conrad

00:06 - 00:06

Thank you.

- Redman, Janice J (janice.redman)

00:08 - 00:09

Ok, good afternoon, everyone.

- Redman, Janice J (janice.redman)

00:09 - 00:15

My name is Janice Redman, and I am president of the Columbus ARMA Chapter.

- Redman, Janice J (janice.redman)

00:15 - 00:20

Welcome to our October meeting.

- Redman, Janice J (janice.redman)

00:20 - 00:23

And, as we all know, is, we're still doing virtual.

- Redman, Janice J (janice.redman)

00:23 - 00:30

So, I am, you know, I think we're used to this and accustomed to this now.

- Redman, Janice J (janice.redman)

00:30 - 00:43

Hopefully, eventually, we won't be able to go back to our meetings, in person, at our restaurant, that, you know, that the, where are, are accustomed to go into.

- Redman, Janice J (janice.redman)

00:43 - 00:54

But, anyway, without any further ado, I am going to turn my mic over to Carrie Smith, who will introduce our speaker, christenson.

- Redman, Janice J (janice.redman)

00:54 - 00:59

So, OK, you can go ahead and proceed with the introduction.

- Pari Swift

01:00 - 01:05

Jan, and it's so wonderful to see so many people here this afternoon.

- Pari Swift

01:06 - 01:17

I am excited to introduce our speaker, Kris Stenson, and he is the State Records manager for the Oregon State Archives.

- Pari Swift

01:18 - 01:25

I've worked with Chris for a number of years through other professional associations, I've had the opportunity to hear him speak.

- Pari Swift

01:27 - 01:31

On numerous occasions, I always get something out of Chris's presentations.

- Pari Swift

01:32 - 01:36

And he put so much energy into them, so I'm really happy to have him here today.

- Pari Swift

01:37 - 01:46

In his work for the Oregon State Archives, he works with state and local government agencies to proactively manage their electronic records securely and efficiently.

- Pari Swift

01:46 - 02:06

He, when he presents, he likes to focus on topics surrounding technology and electronic records, and he's a strong advocate for a proactive approach to records management and archives, and in helping others get cash, their own technological and administrative hurdles.

- Pari Swift

02:07 - 02:13

Prior to joining the Oregon State Archives, he worked as the electronic records archivist for the Illinois State Archives.

- Pari Swift

02:14 - 02:25

He's been an active member of the Council of State Archivists, Electronic Records Initiative, has served on Nick AROs, Digital Rights Management, Working Group, and, um, contributed to the report.

- Pari Swift

02:26 - 02:33

He has a Master's Degree in Library Science from Indiana University and an MA in history from Washington State University.

- Pari Swift

02:33 - 02:35

Fisher well traveled.

- Pari Swift

02:37 - 02:40

So, without further ado, I'm going to turn this over to Chris.

- Kris Stenson

02:41 - 02:42

Thank you, Perry.

- Kris Stenson

02:43 - 02:48

You left out that the big part is I'm also on the board of ..., so I usually give a lot of props to them.

- Kris Stenson

02:49 - 02:55

Ok, let me get let me see what what things do I need to hide from all you folks who can't.

- Mark Conrad

02:55 - 02:55

See all my.

- Kris Stenson

02:55 - 02:56

Trade secrets?

- Kris Stenson

02:57 - 02:58

It will do.

- Kris Stenson

02:58 - 02:59

I always forget which one.

- Kris Stenson

02:59 - 03:04

I've got multiple monitors here, so we'll see which one is going to show up.

- Kris Stenson

03:05 - 03:09

Ok, we'll see what, Which one when I go to presentation?

- Kris Stenson

03:09 - 03:10

What this is going to work?

- Kris Stenson

03:11 - 03:14

While I'm getting my, my stuff set up here.

- Kris Stenson

03:17 - 03:19

Expects you, this works, I really love it.

- Kris Stenson

03:19 - 03:23

If, OK, so you guys can see my presentation now.

- Mark Conrad

03:24 - 03:25

We're seeing a blue screen.

- Kris Stenson

03:26 - 03:27

Just a blue screen.

- Kris Stenson

03:29 - 03:30

Hmm, that's not good, let me.

- Kris Stenson

03:30 - 03:33

Let me change my, sure, something else.

- Kris Stenson

03:33 - 03:34

Let me see here.

- Kris Stenson

03:34 - 03:37

We're gonna get going on here, so I don't use WebEx a whole lot.

- Kris Stenson

03:37 - 03:42

So the controls are slightly different than the ones I'm usually use it, I'll figure it out.

- Kris Stenson

03:43 - 03:51

While I'm finagling fiddling around here and pretending I know what I'm doing, but people will be so kinda stay in the chatbox there, can you go ahead and?

- Kris Stenson

03:53 - 04:01

Can you go ahead and type in your briefly, your name and what kind of government entity you work for, or what kind of entity that it's not all government hub?

- Kris Stenson

04:02 - 04:04

So, what kind of entity you work for.

- Kris Stenson

04:04 - 04:06

I'm just curious to see who's in the audience today.

- Kris Stenson

04:08 - 04:09

Also, can you see my screen now?

- Mark Conrad

04:10 - 04:14

Yes, we now see it getting comfortable, comfortable with discomfort is showing up.

- Kris Stenson

04:14 - 04:17

Cool, cool, cool, OK, Yes, so anyways, Yeah, please.

- Kris Stenson

04:18 - 04:19

Yeah.

- Kris Stenson

04:19 - 04:19

Just thank you.

- Kris Stenson

04:19 - 04:32

Just throw in your, throw in your stuff there because it's always interesting to me to know who it is I'm talking to, so I can attempt to address, you know, things that might be of interest to you guys.

- Kris Stenson

04:33 - 04:33

Let's see here.

- Kris Stenson

04:34 - 04:37

A nice variety, it was funny, I told my boss the day.

- Kris Stenson

04:37 - 04:44

I won't be presenting for the D for a ARMA chapter in Ohio and she just looked at me like, what, how did that happen?

- Kris Stenson

04:46 - 04:48

But you know, we have a smallish community.

- Kris Stenson

04:48 - 04:52

So I actually sort of cut my teeth in the field, in the mid-west.

- Kris Stenson

04:52 - 04:54

I'm from the north-west originally.

- Kris Stenson

04:55 - 05:04

So I, my roots are from Washington and Oregon, But I found myself on a seven year detour when I went back to grad school and then got a job in Illinois.

- Kris Stenson

05:04 - 05:06

So I I have more than a passing familiarity.

- Kris Stenson

05:08 - 05:17

With that, I used to do stuff with the mid-west archives conference and, and that's how I got started getting involved with with ..., and then eventually in the car as well, So.

- Kris Stenson

05:19 - 05:22

So, this presentation, I'm going to give here is, is as basically the same.

- Kris Stenson

05:22 - 05:25

It's a little different than the one I gave, I gave as a part of an ...

- Kris Stenson

05:25 - 05:26

Webinar back in March.

- Kris Stenson

05:28 - 05:42

Um, and the whole idea be, for this sort of, I, this presentation is that, I don't know that I always have unique insight to offer in the world of, you know, traditional records management technique.

- Kris Stenson

05:42 - 05:46

And I think there's a lot of very smart people out there with lots of experience and wildlife.

- Kris Stenson

05:46 - 05:50

You know, I think I'm among them, I think there's many others as well.

- Kris Stenson

05:50 - 05:52

I don't think that's necessarily a unique thing for me to talk about.

- Kris Stenson

05:53 - 06:16

However, what I do think we as a field sometimes lacks in is in the ability or the comfort using our buzzword today, the comfort with advocating for ourselves, with other groups, with interfacing with other types of experience, and professions of valuing ourselves as equal to them.

- Kris Stenson

06:16 - 06:24

I think sometimes we suffer from a bit of an inferiority complex, combined with a bit of a scholarly arrogance that can copy and one, but like, they just don't do the work.

- Kris Stenson

06:24 - 06:28

And so I think it's a combination that can sort of do us a disservice.

- Kris Stenson

06:28 - 06:37

So, part of what I do is I kind of come with a variety of these types of presentations, where we talk about where are we at and what would really help us to move things forward, right?

- Kris Stenson

06:37 - 06:41

So, that's hence, hence, I came up with a name getting comfortable with discomfort.

- Kris Stenson

06:41 - 06:46

You know, things are not always gonna fit exactly how we want them to and how do we move, move forward.

- Kris Stenson

06:46 - 06:48

How do we actually make progress?

- Kris Stenson

06:48 - 06:55

I'm using the true RM Obviously, we all know there's loads of different lingo of buzzwords about what are reconsidering.

- Kris Stenson

06:55 - 07:01

Here, I'm using era is the inclusive sort of archives and records management as two sides of the same hole.

- Kris Stenson

07:02 - 07:04

You know, you can insert your own term here.

- Kris Stenson

07:04 - 07:06

If you want to talk about information governance.

- Kris Stenson

07:06 - 07:10

Great, if you want to talk about, you know, life like life cycle management, cool as well.

- Kris Stenson

07:10 - 07:14

But, I like to use this sort of inclusive term term to to talk about all different aspects of it.

- Kris Stenson

07:16 - 07:30

So, today, today's talk will include sweeping generalizations, pop science, daily affirmations, advice lean from the main trenches or cutting edge electronic records management and more.

- Kris Stenson

07:31 - 07:33

I don't take myself too seriously, so don't.

- Kris Stenson

07:33 - 07:34

Some of this stuff all.

- Kris Stenson

07:34 - 07:36

There'll be some bad jokes broadly.

- Kris Stenson

07:36 - 07:37

Some dated references.

- Kris Stenson

07:37 - 07:38

I'm good at those.

- Kris Stenson

07:39 - 07:45

So, for folks that recall, and that's mister, no, at all from Rocky and Bullwinkle.

- Kris Stenson

07:46 - 07:50

So, uh, I like to say, we are smart people.

- Kris Stenson

07:50 - 07:54

We know we're smart people, we do a hard job, it's technical, it's complicated.

- Kris Stenson

07:54 - 07:57

It involves a lot of working with people that don't understand what we do.

- Kris Stenson

07:58 - 08:00

We tend to have highly specialized knowledge, right?

- Kris Stenson

08:00 - 08:05

What we have is a bit of a of an arcane science that we have spent years of our lives dedicated to.

- Kris Stenson

08:06 - 08:07

We do really critical work.

- Kris Stenson

08:08 - 08:09

And we are vital now.

- Kris Stenson

08:09 - 08:16

So I realized in some of these cases, some of you are from a private firms and I realized that belatedly, as I have terms for good government.

- Kris Stenson

08:16 - 08:19

Honestly, it's good for good governance, but insert your own here.

- Kris Stenson

08:19 - 08:24

Good records management is critical across the spiel here, so there's probably going to be some government references in here.

- Kris Stenson

08:24 - 08:27

And I'm sorry to fail to generalize those.

- Kris Stenson

08:27 - 08:33

But we serve as a vital cog in the any in the operation of any organization.

- Kris Stenson

08:33 - 08:36

In government, we secure rights and responsibilities.

- Kris Stenson

08:36 - 08:42

We ensure accountability within private sector and ensures accountability as well, quite frankly.

- Kris Stenson

08:43 - 08:50

It ensures that things can run efficiently and smoothly, That information that is critical to the ongoing success of an organization is not lost.

- Kris Stenson

08:51 - 09:01

Also, good ..., good records management, we know, also helps limit the risk and liability associated with, with managing information that can be sensitive or dangerous to have, frankly after a time.

- Kris Stenson

09:01 - 09:09

So we know we know this, we do, however, sometimes have blind spots, and this is something I've observed a lot over the years.

- Kris Stenson

09:09 - 09:13

We tend to overestimate how much others understand about what we do.

- Kris Stenson

09:14 - 09:24

We've, I think this is common with a lot of professions where you've spent a lot of time amongst your own kind, and doing your own doing this thing, is that we have a tendency to sort of assume, oh, yeah, this is the basic thing.

- Kris Stenson

09:24 - 09:26

I learned this my first year in grad school.

- Kris Stenson

09:26 - 09:28

I learned this years ago on the job.

- Kris Stenson

09:28 - 09:29

We know this, right?

- Kris Stenson

09:30 - 09:33

Well, sometimes that's not always the case.

- Kris Stenson

09:33 - 09:35

And we have a tendency to overestimate that.

- Kris Stenson

09:37 - 09:44

We have, as is also common with people in highly specialized professions, we have a frequent failure to communicate effectively.

- Kris Stenson

09:44 - 09:44

Right?

- Kris Stenson

09:44 - 09:54

It's the old joke about the IT guy, right, that comes in and he just starts rattling off some stuff that nobody understands, and it frustrates everybody involved, well, we kind of do this as well.

- Kris Stenson

09:54 - 09:55

We have our own lingo.

- Kris Stenson

09:56 - 10:05

We talk about retention schedules and archives and various sensors, and we talk about metadata, and we talk about, you know, various types of schema.

- Kris Stenson

10:05 - 10:06

And what does that mean?

- Kris Stenson

10:06 - 10:06

Any of these people?

- Kris Stenson

10:06 - 10:12

Nothing and a lot of cases, We also have a tendency to fall back on the old saw.

- Kris Stenson

10:12 - 10:14

They just need to follow the rules, right?

- Kris Stenson

10:14 - 10:19

Everything would work great if they would just do what we told them to do.

- Kris Stenson

10:20 - 10:23

And, unfortunately, that doesn't always acknowledge the reality of life.

- Kris Stenson

10:23 - 10:25

I'm getting a little bit like keyboard noise or something.

- Kris Stenson

10:25 - 10:31

So, I think somebody might not be muted, and if you'd be so kind as to, to mute yourselves, that would be helpful.

- Kris Stenson

10:31 - 10:33

Thank you, and you can always chime in.

- Kris Stenson

10:33 - 10:39

If you do not, if you do have a question or whatever, don't feel like you need to hold off.

- Kris Stenson

10:39 - 10:39

You can ask me.

- Kris Stenson

10:40 - 10:41

Thank you very much.

- Kris Stenson

10:42 - 10:44

So that, oh, we don't, we just need to follow the rules.

- Kris Stenson

10:44 - 10:47

I've run across this a lot, especially with, say, veteran city recorders.

- Kris Stenson

10:47 - 10:56

We have a CD recorders here in I think Illinois they were called City Clerk's: same difference, right, But folks that I've been doing a long time.

- Kris Stenson

10:56 - 10:58

They know their stuff better than anybody else.

- Kris Stenson

10:58 - 11:03

And there was a lot of this kind of digging in their heels, and they just have to follow the rules and without the acknowledgement.

- Kris Stenson

11:03 - 11:07

But guess what, guys, They're just not quite to, we can't browbeat them with these things any longer.

- Kris Stenson

11:07 - 11:15

It's not going to work, right, it's not gonna work, it's reminded When I get an a clash of wills with, my seven year old daughter, and she's very stubborn, and there's no winning, right?

- Kris Stenson

11:15 - 11:20

Direct computation will not win, because she will, you know, she will burn it all down to win the argument.

- Kris Stenson

11:20 - 11:23

So, we have to find a smarter way.

- Kris Stenson

11:25 - 11:26

I click on something else.

- Kris Stenson

11:29 - 11:33

So, what about when we really don't know, right?

- Kris Stenson

11:34 - 11:42

We have a tendency to be in a situation where we get asked questions all the time, And then we answer, We want to answer those questions, right?

- Kris Stenson

11:42 - 11:43

We don't want to leave people hanging.

- Kris Stenson

11:44 - 11:45

So what are our natural reactions?

- Kris Stenson

11:45 - 11:47

When you're asked a question that you're not quite sure about.

- Kris Stenson

11:47 - 11:50

Well, a lot of times, we talk about what we do now.

- Kris Stenson

11:50 - 11:50

Right?

- Kris Stenson

11:50 - 11:54

We shift the subject slightly to a thing we feel more comfortable talking about.

- Kris Stenson

11:54 - 11:55

I used to joke about this.

- Kris Stenson

11:56 - 12:03

When I was doing my MA in History, I said, I always I always liked essay tests and people in other fields who did a lot of multiple question before.

- Kris Stenson

12:03 - 12:05

Multiple choice or whatever would be baffled by this.

- Kris Stenson

12:05 - 12:09

I said, don't listen to a multiple choice test test you on what you don't know right.

- Kris Stenson

12:09 - 12:11

It's kind of just a big game of gotcha.

- Kris Stenson

12:11 - 12:17

Whereas hate an essay tests gives you the opportunity to talk about what you do know and try to obfuscate Steffi down.

- Kris Stenson

12:18 - 12:20

Um, so, but this is this is a natural reaction.

- Kris Stenson

12:20 - 12:25

We tend to focus on what we do know and try to kind of like hammer things back into that area.

- Kris Stenson

12:25 - 12:29

Another thing we might do is, is we keep quiet, we pretend we understand.

- Kris Stenson

12:29 - 12:29

Right?

- Kris Stenson

12:29 - 12:36

You find yourself at a meeting, and you're like, Oh, boy, I'm out of my depth, and you just nod along and you pretend, you know, because you don't want to be the person that's asking that question.

- Kris Stenson

12:36 - 12:37

What do you mean by that?

- Kris Stenson

12:38 - 12:41

Sometimes, this can turn a little ugly and we said, We write it off as outside.

- Kris Stenson

12:41 - 12:41

All right.

- Kris Stenson

12:42 - 12:43

You know, we don't need to do this.

- Kris Stenson

12:44 - 12:49

This is the thing I run across all the time, when folks tell me, I'm just not good with computers.

- Kris Stenson

12:49 - 12:53

I'm just not good with technology, I just don't understand them.

- Kris Stenson

12:53 - 12:57

To me that's always been a bit of a cop-out, And the same would go with anything, right?

- Kris Stenson

12:58 - 13:00

Is this a tool that can help you do your job?

- Kris Stenson

13:00 - 13:01

Yes.

- Kris Stenson

13:01 - 13:10

So, just saying, oh, I just, I'm not good with that, is, is kind of a lazy way out and I'm sorry, I don't mean to be rude but I, sometimes, I'm a little bit parry knows this, The reality is, quite bluntly, this is a cop-out.

- Kris Stenson

13:10 - 13:13

This is, I'm giving myself permission to not try.

- Kris Stenson

13:13 - 13:14

I run it again.

- Kris Stenson

13:14 - 13:20

I, I, it's, it's a, it's a thing you run across people of all ages backgrounds and anything else, right, my dollar and the little kids do what adults do it.

- Kris Stenson

13:21 - 13:22

This is hard!

- Kris Stenson

13:23 - 13:29

I don't think I really need to know this, therefore, I'm not going to try, and then I can say, I can't do it, and if I say I can't do it, then I'm off the hook.

- Kris Stenson

13:31 - 13:33

So, this is also a problem, though, because we don't learn.

- Kris Stenson

13:33 - 13:34

We don't grow.

- Kris Stenson

13:34 - 13:36

We aren't as productive as we can be when we write things off.

- Kris Stenson

13:36 - 13:39

You may not be as good as something, if somebody else is.

- Kris Stenson

13:40 - 13:41

You may never be as good.

- Kris Stenson

13:41 - 13:44

You may never be a natural at it, but we can always learn.

- Kris Stenson

13:45 - 13:48

We can also get frustrated, and treat the task is impossible, right?

- Kris Stenson

13:48 - 13:48

This is the last.

- Kris Stenson

13:48 - 13:49

This is the anger part.

- Kris Stenson

13:49 - 13:54

We're just like, you know, Forget this, this, this, this is dumb, it's not my area.

- Kris Stenson

13:54 - 14:00

You can't do this, you're asking me to do something that's completely impossible rather than finding out what it is that is possible within that.

- Kris Stenson

14:01 - 14:03

So, what are some positive alternatives to these natural reactions?

- Kris Stenson

14:04 - 14:06

And none of these things are inherently bad.

- Kris Stenson

14:06 - 14:10

It's just the way we tend to react as human beings, so positive alternatives, well.

- Kris Stenson

14:11 - 14:16

We can lend our expertise for what we do have, but don't try to change the subject, right?

- Kris Stenson

14:16 - 14:17

Don't try to completely avoid it.

- Kris Stenson

14:18 - 14:21

Don't be afraid to say, Can you explain that term?

- Kris Stenson

14:22 - 14:25

It is a very powerful thing to be the one person the meaningless, excuse me.

- Kris Stenson

14:26 - 14:29

For those of you that work in government, you know, this, boy, do, we love our acronyms.

- Kris Stenson

14:29 - 14:34

Every, every agency has 55 different groups within them with a bunch of different acronyms.

- Kris Stenson

14:34 - 14:40

I'm working with agencies, they come up with a schedule and schedule just littered with these 5 or 6 letter acronyms.

- Kris Stenson

14:40 - 14:41

I haven't the foggiest what they mean.

- Kris Stenson

14:42 - 14:48

And, never be afraid to say that, because oftentimes, if you're in a meeting, you aren't the only one who doesn't know.

- Kris Stenson

14:48 - 14:49

Or, you know what happens.

- Kris Stenson

14:49 - 14:50

They go, Oh, I'm sorry.

- Kris Stenson

14:50 - 14:52

We always assume people know that, of course, you don't.

- Kris Stenson

14:52 - 14:59

They feel embarrassed, You flip it on them honestly, you're no longer the embarrassed one, they are because they Oh, they assumed these things and they should know better.

- Kris Stenson

14:59 - 15:01

And people are usually really cool about this.

- Kris Stenson

15:01 - 15:05

I've never once had anybody like Snap at me, because I'm like, hold up, what does that mean?

- Kris Stenson

15:05 - 15:08

Or, can you explain this terminology for maybe if it's not an acronym?

- Kris Stenson

15:08 - 15:09

Can you explain what you mean by that?

- Kris Stenson

15:10 - 15:19

Because usually afterwards, I mean, I'm not gonna pretend it happens every time, but I have had situations where afterwards somebody said, Hey, I'm glad you asked that question, because I had the same question, and I was afraid to ask.

- Kris Stenson

15:19 - 15:21

So it's good to be that person, right?

- Kris Stenson

15:21 - 15:25

And it shows you as a proactive inquisitive person who makes people want to talk to you.

- Kris Stenson

15:25 - 15:27

You know what, People love answering questions.

- Kris Stenson

15:27 - 15:29

People love it when you ask them things.

- Kris Stenson

15:29 - 15:30

It makes them feel smart.

- Kris Stenson

15:30 - 15:32

So, this helps put them at ease.

- Kris Stenson

15:33 - 15:37

You do want to also ask, focus and clear questions.

- Kris Stenson

15:37 - 15:48

Use every meeting you're in as a learning opportunity, focusing on an aspect that you're curious about, or can you elaborate what you mean by that topic, or when you said this term, are you referring to this or this.

- Kris Stenson

15:49 - 15:54

This helps you gain greater understanding and perhaps helps them understand more of where you're coming from.

- Kris Stenson

15:55 - 16:01

So this is a really, this is a a positive way to spin your own lack of complete knowledge, right?

- Kris Stenson

16:01 - 16:03

Or why did we had a meeting for?

- Kris Stenson

16:03 - 16:05

We're not there to simply say things We already know right.

- Kris Stenson

16:05 - 16:07

Then it's pointless then there's no reason for the meeting.

- Kris Stenson

16:07 - 16:11

I think we've all been in meetings where everybody's just talking about stuff We already know.

- Kris Stenson

16:12 - 16:15

I have a, I have not a whole lot of patients for those meetings.

- Kris Stenson

16:16 - 16:21

So, like, is this meeting serving a purpose, and it should be to share information that somebody in the room doesn't know.

- Kris Stenson

16:21 - 16:22

Right.

- Kris Stenson

16:23 - 16:28

Ok, the power of a question, so I was told about what I should use for my silly graphic here.

- Kris Stenson

16:28 - 16:38

I don't know if folks remember, in the late nineties, especially a late night infomercials, this guy was always on the TV, spouting stuff about government grants and everything else.

- Kris Stenson

16:38 - 16:40

Anyway, is a dumb picture.

- Kris Stenson

16:40 - 16:41

I said, use it.

- Kris Stenson

16:43 - 16:46

So, The power of a question.

- Kris Stenson

16:46 - 16:52

Right, so, realized it's probably cutting off the very bottom of my screen, so, you can't see that phrase at the bottom.

- Kris Stenson

16:53 - 16:54

The power of question.

- Kris Stenson

16:54 - 16:55

Questions are powerful.

- Kris Stenson

16:56 - 16:57

You can really find out it.

- Kris Stenson

16:57 - 17:05

Not only can you find out information, but you can actually make a statement by the sort of question you ask, So things that I have never had to happen when I asked a question.

- Kris Stenson

17:05 - 17:09

I never once lost the respect and the eyes appears or other professionals.

- Kris Stenson

17:10 - 17:11

I've never been mocked for my ignorance.

- Kris Stenson

17:11 - 17:13

We're all adults here.

- Kris Stenson

17:13 - 17:16

I'd never had passed over for erosion because I asked questions.

- Kris Stenson

17:16 - 17:18

Quite the alternative, actually.

- Kris Stenson

17:18 - 17:21

The, and I've never had my reputation, Root.

- Kris Stenson

17:21 - 17:28

I think, we all understand these, in our, in our, in our inside, but this is kinda the emotional reactions we can have.

- Kris Stenson

17:28 - 17:37

We can think about these things and said, you know, often we will be concerned about these things like real voice in the back your head sort of stuff.

- Kris Stenson

17:37 - 17:37

Right?

- Kris Stenson

17:37 - 17:41

I'm also a little asterisk there and I think the screen is probably chopping off slightly.

- Kris Stenson

17:41 - 17:43

But it says Discounting childhood and adolescence.

- Kris Stenson

17:43 - 17:45

Because let's face it, kids are monsters.

- Kris Stenson

17:45 - 17:50

So, yes, obviously, when you're a kid, people do all those things, because kids are terrible.

- Kris Stenson

17:50 - 17:53

But once we become functioning adults, we hope to move past these things.

- Kris Stenson

17:53 - 17:56

And I really hope you work with functioning adults.

- Kris Stenson

17:58 - 18:05

Things that have happened when I asked a question, well, the most basic thing I've usually learn something I didn't previously know.

- Kris Stenson

18:05 - 18:08

And boy, is that handy, because that is after all the point.

- Kris Stenson

18:09 - 18:13

I have gotten more information to formulate a better response to a problem, right.

- Kris Stenson

18:13 - 18:22

I know a, B and C, I don't know, D or E maybe I can find those out and then I have a more complete set of data to work with, right?

- Kris Stenson

18:23 - 18:25

I have gotten quite thank yous from other people after the meeting.

- Kris Stenson

18:25 - 18:27

Like I mentioned that before this has happened.

- Kris Stenson

18:29 - 18:36

And it allows me to be a real fallible human give herself the ability to not be perfect, right?

- Kris Stenson

18:37 - 18:39

We talked about this a lot, these days, I know.

- Kris Stenson

18:40 - 18:46

We talk about living, remotely, working at home, My daughter is doing school downstairs, my wife is working in another office in here.

- Kris Stenson

18:46 - 18:50

We're fortunate, and both of us have these jobs we can do, but a lot of people don't.

- Kris Stenson

18:51 - 18:53

My team, we're all dealing with our own stresses or anything else.

- Kris Stenson

18:54 - 18:55

We can be human.

- Kris Stenson

18:55 - 18:58

And this is, this is kind of the, the give grace is a very popular term right now.

- Kris Stenson

18:59 - 19:02

But, in general, just allow yourself to not be perfect.

- Kris Stenson

19:02 - 19:04

Allow yourself to say, You know, I don't know about this.

- Kris Stenson

19:04 - 19:04

Let me ask.

- Kris Stenson

19:05 - 19:06

Again, it's good.

- Kris Stenson

19:06 - 19:06

It's good.

- Kris Stenson

19:06 - 19:07

It's healthy.

- Kris Stenson

19:07 - 19:14

It cracks down those barriers, and sometimes when we've had to fight really hard to get where we're at, and we've really to fight, to be respected at what we do.

- Kris Stenson

19:16 - 19:26

And I think, obviously, some folks find themselves in situations where their position is not as respected, right, where they come from much more challenging location, or the background of the organization that doesn't really support what they do very well.

- Kris Stenson

19:27 - 19:31

It can be tempting to sort of just get your hackles up and really very defensive about everything.

- Kris Stenson

19:32 - 19:34

And try to show yourself as perfect all the time.

- Kris Stenson

19:35 - 19:43

I am above the believer that, being honest about things, will gain you more respect, and we'll get you further than trying to pretend the alternative, because usually, people can see through it.

- Kris Stenson

19:46 - 19:48

So, not knowing everything is OK.

- Kris Stenson

19:50 - 19:52

Most important tool is trust, right?

- Kris Stenson

19:52 - 19:58

If people, once people trust you, what's, once people in other departments, once people up the chain and down the chain trust you.

- Kris Stenson

19:59 - 20:02

They, we'll actually work with you more.

- Kris Stenson

20:02 - 20:03

Trust is crucial.

- Kris Stenson

20:03 - 20:05

Trust comes from honesty.

- Kris Stenson

20:05 - 20:09

If you are constantly blowing smoke, if you are constantly exaggerating what it is you can do.

- Kris Stenson

20:09 - 20:12

If you are constantly pretending, things are fine when they aren't.

- Kris Stenson

20:12 - 20:15

You lose trust, because people know that people know things aren't right.

- Kris Stenson

20:15 - 20:19

And the more you talk about it, the more you blow smoke at them, the less they trust you.

- Kris Stenson

20:21 - 20:24

Beware of the person who has all the answers boy.

- Kris Stenson

20:24 - 20:30

I will never I never trust anybody that claims something is miraculous or something is just amazing or, It's going to work great.

- Kris Stenson

20:30 - 20:32

It's going to be perfect for you.

- Kris Stenson

20:32 - 20:33

That's not true.

- Kris Stenson

20:33 - 20:35

So, a little backstory here.

- Kris Stenson

20:35 - 20:46

I've spent a lot of my time since I came back to Oregon, overseeing the operation of a large statewide electronic records management program, it is unique within the country.

- Kris Stenson

20:47 - 21:01

We work with, we now have almost 80, 90 something that range local and state government entities that we work with providing essentially software support, analysis, helping them file organize and all these things to very aggressive project.

- Kris Stenson

21:04 - 21:09

The last thing I wanna do when folks to sign on for this, or when I'm talking to folks about if they want to try this.

- Kris Stenson

21:09 - 21:12

The last thing I've always wanted to do is claim it's going to be great.

- Kris Stenson

21:12 - 21:13

It's gonna be magical, it's all going to work.

- Kris Stenson

21:13 - 21:15

It's gonna auto do all these things, because it, won't.

- Kris Stenson

21:15 - 21:16
I tell everybody.

- Kris Stenson

21:16 - 21:17
This will be work.

- Kris Stenson

21:17 - 21:26
You get out of it what you put into it and you know what happens, I don't get false expectations and yeah maybe it means 1 or 2 agencies don't sign on and I'm OK with that.

- Kris Stenson

21:26 - 21:31
Because what has happened, I came into the project after, we had had some folks in the past over promise.

- Kris Stenson

21:32 - 21:33
They had claimed it would do all these things.

- Kris Stenson

21:33 - 21:35
They'd oversold it, right.

- Kris Stenson

21:35 - 21:41
And so I was then putting the young capital situation of having some very disgruntled people saying, Listen, we were promised all this stuff.

- Kris Stenson

21:41 - 21:42
And it never happens.

- Kris Stenson

21:42 - 21:43
This doesn't work this way.

- Kris Stenson

21:44 - 21:46

And I had to walk all that stuff back in two years.

- Kris Stenson

21:47 - 21:56

But from that foundation, we built a much stronger foundation of trust, of honesty and openness, of talking to people about, hey, listen, I'm not here to take away your work.

- Kris Stenson

21:56 - 21:59

I'm here to make your work a little bit easier to make it more efficient.

- Kris Stenson

21:59 - 22:01

And to help you do more work with less resources.

- Kris Stenson

22:01 - 22:04

I'm not here to say you don't have to work anymore, right?

- Kris Stenson

22:04 - 22:05

So, that's important.

- Kris Stenson

22:05 - 22:12

Never trust anybody with all the answers, that, those same thing goes for patent medicines or cleanses or government, right.

- Kris Stenson

22:12 - 22:18

If somebody claims they can fix everything and just just listen to them, they are selling you something.

- Kris Stenson

22:19 - 22:21

So, it comes off as arrogant, fair or not.

- Kris Stenson

22:21 - 22:32

You might not mean to be arrogant, but if you're trying to your, if you try to convince people too hard, if you're trying to calm them down by promising them the world, you come off is pretty arrogant.

- Kris Stenson

22:32 - 22:33

Like, look at this guy.

- Kris Stenson

22:33 - 22:34

He thinks he's better than me.

- Kris Stenson

22:34 - 22:34

Alright?

- Kris Stenson

22:35 - 22:36

Use other's expertise.

- Kris Stenson

22:36 - 22:37

You are not an island.

- Kris Stenson

22:38 - 22:44

You have people around you, use people, that, you know, that that are better at things.

- Kris Stenson

22:44 - 22:49

You have a team, for a reason, or if you don't have a team, make one with people from other groups, right?

- Kris Stenson

22:50 - 22:55

I want a group with, with various skills, because having us all be redundant is kinda pointless, Right?

- Kris Stenson

22:55 - 23:00

I have people that I'm happy to say, you know what Ahmadi, she's one of my top tech people.

- Kris Stenson

23:00 - 23:05

Amani knows exactly what she's doing with this stuff, I can do it pretty well, but she's better than I am and she's quicker at it, right?

- Kris Stenson

23:05 - 23:12

I know my most veteran staff member, He's been here twice as long as I have, he knows things about the history of these schedules.

- Kris Stenson

23:12 - 23:16

I will be quick to go, Hey, Matt, what do you think about this?

- Kris Stenson

23:16 - 23:17

Because I don't really know yet.

- Kris Stenson

23:17 - 23:19

I haven't learned that part, That is important.

- Kris Stenson

23:22 - 23:27

Ok, so having said this, we still, What can we do?

- Kris Stenson

23:27 - 23:29

Having say, OK, we're going to use our diverse team of people.

- Kris Stenson

23:29 - 23:32

We're going to help lean other's expertise.

- Kris Stenson

23:32 - 23:34

We need to focus on our own strengths.

- Kris Stenson

23:34 - 23:35

All right.

- Kris Stenson

23:35 - 23:38

So, after, I just got done basically talking everybody, and I'm saying, Hey.

- Kris Stenson

23:38 - 23:39

You don't have to be perfect.

- Kris Stenson

23:39 - 23:40

You don't have to know everything.

- Kris Stenson

23:40 - 23:43

But we also, the flip side of that is know that we do know a lot.

- Kris Stenson

23:43 - 23:49

We do have a lot of knowledge, and we need to respect that for ourselves and show other people that that is worthy of respect.

- Kris Stenson

23:50 - 23:53

You can't be an expert on everything, but neither convey, right.

- Kris Stenson

23:53 - 23:58

So they need you and think about what you bring to the table that is unique and valuable.

- Kris Stenson

23:58 - 24:00

So, why do I have pictures of basketball players on here?

- Kris Stenson

24:00 - 24:07

So, I think about, I think about these as sort of an emblem of this because basketball is a game of positions, right?

- Kris Stenson

24:07 - 24:11

Less than it used to be, but still fairly distinctive.

- Kris Stenson

24:12 - 24:21

So, in terms of, you have, OK, for those of you may not be big sports people, so you have a center, a power forward, a small forward, a shooting guard and a point guard.

- Kris Stenson

24:21 - 24:24

Details aren't necessary, but they're all different sizes.

- Kris Stenson

24:24 - 24:26

They have different skills available to them.

- Kris Stenson

24:26 - 24:29

Picture up here we have Steph Curry, who is one of the best shooters.

- Kris Stenson

24:29 - 24:31

If not the best shooter in NBA history.

- Kris Stenson

24:31 - 24:33

He's small by NBA standard.

- Kris Stenson

24:33 - 24:36

He's about six foot, 6 foot 1, small Anya.

- Kris Stenson

24:37 - 24:41

He has a predator natural shooter and an amazing ball handler.

- Kris Stenson

24:41 - 24:41

You know what?

- Kris Stenson

24:41 - 24:45

He's not good at blocking shots, and why is that, because he's 6 foot 1.

- Kris Stenson

24:46 - 24:50

On the right, you have to Kennedy, would tumble one of the best defensive player, is going to be a history.

- Kris Stenson

24:50 - 24:51

He was a center.

- Kris Stenson

24:51 - 24:52

He's about 7 foot 2, right?

- Kris Stenson

24:53 - 24:54

Not an amazing shooter.

- Kris Stenson

24:55 - 24:56

Not the quickest guy on the floor.

- Kris Stenson

24:57 - 25:07

Not someone you would want to rely on for his handles, but you know what he's really good at blocking shots, blocking shots, defensive rebounds, the sort of work he needs to do.

- Kris Stenson

25:07 - 25:13

You wouldn't want to team made up entirely of the campaign tombo nor would you want a team made up entirely of Steph Curry.

- Kris Stenson

25:14 - 25:20

Having said this, I do realize the analogy breaks down because we had a team of entirely Steph Curry, who could probably just shoot the other team out of the court.

- Kris Stenson

25:20 - 25:22

And it wouldn't matter nonetheless, stick with me here.

- Kris Stenson

25:23 - 25:27

Um, so, the idea is that you have a diverse team.

- Kris Stenson

25:27 - 25:30

That's how you assemble a good team in sports, or in work.

- Kris Stenson

25:30 - 25:35

We find people that are, that have unique skills that can complement the others.

- Kris Stenson

25:35 - 25:40

There's also something that is a piece of, this, is where the pop science comes in a little bit.

- Kris Stenson

25:40 - 25:51

So, I went through a year long program last year called Leadership Work, and it's just really fantastic program, where they take managers and emerging leaders in the state, and they, we do workshops a year.

- Kris Stenson

25:51 - 25:53

We're all year long, two days a month.

- Kris Stenson

25:54 - 25:58

About various aspects of leadership, of teamwork, of co-operation and communication.

- Kris Stenson

25:58 - 26:00

It's fantastic, anyways.

- Kris Stenson

26:00 - 26:04

One of the speakers we learned from talk a lot about strengths and weaknesses.

- Kris Stenson

26:04 - 26:06

How do we, what do we tend to do, right?

- Kris Stenson

26:06 - 26:21

Using the basketball analogy, because it's easy think about Shaquille O'Neal, I think most people, even that aren't into basketball understand who Shaquille O'Neal is, right one of the best centers in NBA History 67 feet or so big, huge guy over 300 something pounds.

- Kris Stenson

26:23 - 26:24

Always about three feet.

- Kris Stenson

26:24 - 26:28

Free throw shooter right could never seem to crack above 50% free throw shooting.

- Kris Stenson

26:29 - 26:32

And people will look at and go, why can't you just practice that, just practice those free throws.

- Kris Stenson

26:32 - 26:32

And you know what?

- Kris Stenson

26:32 - 26:37

Year after year, around 50%, he was never going to get better at free throat shooting.

- Kris Stenson

26:38 - 26:41

So what was his best aspect, what would be good?

- Kris Stenson

26:41 - 26:46

So the conventional wisdom might be to spend all this time practicing Freeth or shooting, but you know what?

- Kris Stenson

26:46 - 26:50

He was never going to be even a good or even inadequate free throw shooter.

- Kris Stenson

26:50 - 26:54

So why would you spend all that time focusing on his absolute weakest asset that he wasn't well suited for?

- Kris Stenson

26:55 - 27:00

Why not work on strengthening what he's already good at to make him transcendent in those areas, right?

- Kris Stenson

27:00 - 27:01

So, the same thing.

- Kris Stenson

27:02 - 27:22

Here's an example, This, this, this philosophy says basically that are our weaknesses tend to be when we overuse our strengths, right, so here's an example, I very high energy person I think out loud, I think fast, I can come off as aggressive or dominant sometimes.

- Kris Stenson

27:22 - 27:25

When I don't mean to, because I am out there.

- Kris Stenson

27:25 - 27:26

I'm throwing things around right.

- Kris Stenson

27:26 - 27:33

So, if I overuse my skill, right, so it's very good for as, for leadership.

- Kris Stenson

27:33 - 27:34

It's very good for decisive meetings, right?

- Kris Stenson

27:34 - 27:37

It's very good for presenting.

- Kris Stenson

27:37 - 27:38

I'm pretty good at this stuff.

- Kris Stenson

27:40 - 27:44

However, when overused, when I go too far in this direction, what can I do?

- Kris Stenson

27:44 - 27:45

It can dominate a room.

- Kris Stenson

27:45 - 27:46

It can suck all the air out of it.

- Kris Stenson

27:46 - 27:53

It can hold others back from contributing because they think, I don't want to know, it can make me look arrogant and presumptive, right?

- Kris Stenson

27:54 - 27:56

So that is an overused strength.

- Kris Stenson

27:58 - 28:03

So that is something that we That is something we have to be aware of.

- Kris Stenson

28:03 - 28:08

And we have to know when to use it, but also, we have to strengthen our strengths.

- Kris Stenson

28:08 - 28:14

We focus on in the areas where they come in handy, like, things like this, What should I spend my time doing?

- Kris Stenson

28:14 - 28:25

Should I work my, you know, I have, I try, certainly, I have to be aware of it, But quiet introspection and, and things like that are never going to be my best strength, no matter how much I work on the right.

- Kris Stenson

28:27 - 28:34

So, it's something I have to be aware of, but I should also know that my area that I really bring to it is, Are the skills I already have, and I need to strengthen those.

- Kris Stenson

28:34 - 28:35

I need to sharpen that knife further.

- Kris Stenson

28:36 - 28:40

So, this, this is sort of how you, how do you fit the puzzle, right?

- Kris Stenson

28:40 - 28:42

What are your best strengths?

- Kris Stenson

28:42 - 28:45

What can you really offer and really focus on that?

- Kris Stenson

28:46 - 28:49

Because you could practice the IT stuff all day long, and you'll never be as good as the IT people, right?

- Kris Stenson

28:49 - 28:52

So, don't try to be the IT person try to be what you are.

- Kris Stenson

28:55 - 28:58

Going along with this, you can't do it alone, OK?

- Kris Stenson

28:59 - 29:01

So these are some hypothetical questions here, right?

- Kris Stenson

29:01 - 29:03

So do you have administrative clout?

- Kris Stenson

29:04 - 29:08

Do you do you have advanced network engineering and security skills?

- Kris Stenson

29:08 - 29:11

Do you have in-depth legal knowledge and extensive training expertise?

- Kris Stenson

29:11 - 29:14

Do you have control of an access to the best tech tools?

- Kris Stenson

29:14 - 29:22

You may be able to answer yes to 1 or 2, or even three of these things, But almost never will you be able to answer all of them, Right?

- Kris Stenson

29:22 - 29:31

Top level administrators are, generally speaking, not legal experts, or they're not top level network engineers or information security experts, right?

- Kris Stenson

29:32 - 29:36

The best tech people are rarely the best trainers.

- Kris Stenson

29:37 - 29:38

They are rarely the legal scholars.

- Kris Stenson

29:38 - 29:42

The lawyers are rarely as good at computers, as the others aren't, right?

- Kris Stenson

29:42 - 29:44

So we all have different skills.

- Kris Stenson

29:45 - 29:49

You need people around you, you say.

- Kris Stenson

29:49 - 29:54

But Chris, I don't have people, I am on my own, and this I say, OK.

- Kris Stenson

29:54 - 29:57

But there are people, they just may not be in your unit.

- Kris Stenson

29:58 - 30:02

So, how to make friends and influence people is kinda one of those cultural tropes.

- Kris Stenson

30:02 - 30:11

I think it was a it was a book reading predates Meyer honestly, but it was It was a joke even when I was a kid, I think, want to say it came out and what seven years or something.

- Kris Stenson

30:11 - 30:12

I don't know if somebody can correct me on that, but I'm not.

- Kris Stenson

30:15 - 30:28

So, I feel like it was a joke in old cartoons a lot, you'd see somebody reading this book as, like, a, it's like a touchstone or something, OK, so one thing, how do you make friends?

- Kris Stenson

30:28 - 30:30

How do you broaden your team, right?

- Kris Stenson

30:31 - 30:32

How do you broaden your team well?

- Kris Stenson

30:34 - 30:37

Never miss an opportunity to connect to new partners, right?

- Kris Stenson

30:38 - 30:45

If you're invited to participate in the movie with other movies in a meeting with other folks, say sure, why not.

- Kris Stenson

30:46 - 30:51

If you meet a new group of folks from work virtually these days, but you know what I mean.

- Kris Stenson

30:52 - 30:53

Talk to them.

- Kris Stenson

30:53 - 30:54

Ask them what they do.

- Kris Stenson

30:54 - 30:56

Introduce yourself and what you do.

- Kris Stenson

30:56 - 30:59

Offer to help them with something if you think they might need it.

- Kris Stenson

31:00 - 31:04

New employees that come on board within your organization, great time to getting on the ground floor.

- Kris Stenson

31:04 - 31:07

They don't know yet that you're powerless quick.

- Kris Stenson

31:07 - 31:09

Tried to try to convince them of something else.

- Kris Stenson

31:09 - 31:11

I've done that lots of times, right?

- Kris Stenson

31:11 - 31:15

Oh, hey, we've got a new deputy CIO who I'm going to cozy up to him right away and it's not the furious.

- Kris Stenson

31:15 - 31:16

It's just, Hey.

- Kris Stenson

31:16 - 31:18

I'm gonna make myself useful this guy.

- Kris Stenson

31:18 - 31:21

So that as he gets the ropes, he knows that I'm a person that can help.

- Kris Stenson

31:24 - 31:26

Lead with the giving, right.

- Kris Stenson

31:27 - 31:28

This is a problem.

- Kris Stenson

31:28 - 31:34

Sometimes when you are in a cash strapped department, that you're always trying to figure out how to get what you need, I need these resources.

- Kris Stenson

31:34 - 31:35

I need this.

- Kris Stenson

31:35 - 31:42

It can be hard to flip that, Oh, I'm always trying to get agencies to do a better job of their schedules to update things, too.

- Kris Stenson

31:43 - 31:46

To adopt better electronic records management practices.

- Kris Stenson

31:46 - 31:47

Right?

- Kris Stenson

31:47 - 31:51

So I want them to do better records retention, but what do they need?

- Kris Stenson

31:51 - 31:56

They need business efficiency, they need risk management, They need security, OK.

- Kris Stenson

31:56 - 31:59

I'm gonna leave with that, I'm gonna give those things to them.

- Kris Stenson

31:59 - 32:04

And how do I do that by twisting records management on his head and showing what you can offer, right?

- Kris Stenson

32:04 - 32:08

Hey, I would like to help you be more efficient as a business, you know what, the result of that is?

- Kris Stenson

32:08 - 32:10

Hey, we get rid of all those file cabinets full of paper.

- Kris Stenson

32:10 - 32:12

Hey, we get rid of a lot of unnecessary redundancy.

- Kris Stenson

32:13 - 32:19

Hey, there, now, within a secure system that I can control and apply retention, too, they got their business efficiency.

- Kris Stenson

32:19 - 32:21

I got the records management on the back end, right?

- Kris Stenson

32:22 - 32:29

So, give first, and your benefit, not to mention just offering to help out just offering advice on, Hey, we've got this new scanner.

- Kris Stenson

32:29 - 32:30

We're not really sure what we set it at.

- Kris Stenson

32:30 - 32:31

All right.

- Kris Stenson

32:31 - 32:33

Hey, you might not be an expert, but you know, who isn't?

- Kris Stenson

32:33 - 32:35

Who also has an almost anybody else in the agency?

- Kris Stenson

32:36 - 32:38

And you could talk to somebody else in the field, and they can say, oh, yeah.

- Kris Stenson

32:38 - 32:41

This is what standards we use, right, Lean on your compatriots.

- Kris Stenson

32:43 - 32:45

So give first, and you will benefit.

- Kris Stenson

32:46 - 32:49

Know that we are often misunderstood field, right?

- Kris Stenson

32:49 - 32:53

Educate folks on what we do, But do so kindly, do not asked.

- Kris Stenson

32:54 - 32:54

Thank you.

- Kris Stenson

32:54 - 32:55

Oh wow.

- Kris Stenson

32:55 - 33:03

I was way off 19 36 on how to win Friends and Influence people beautiful that were probably explain why I think I recall seeing it as a bunch of old 19 fifties era.

- Kris Stenson

33:03 - 33:06

And barbaric are not everywhere but weren't brothers cartoons and like, thank you, Barbara.

- Kris Stenson

33:09 - 33:11

Real time fact, checking, I dig it.

- Kris Stenson

33:13 - 33:16

Are often misunderstood field, right?

- Kris Stenson

33:16 - 33:19

We're a specialist field, but not that many people nobody knows what a records manager is.

- Kris Stenson

33:20 - 33:24

People don't really know what an archivist is, and that is arguably a much well better known term.

- Kris Stenson

33:24 - 33:25

I would say.

- Kris Stenson

33:26 - 33:28

I, almost always people say, well what do you do?

- Kris Stenson

33:29 - 33:32

And I sort of see what I do and they go, oh, OK, they give me the nod and smile.

- Kris Stenson

33:32 - 33:35

Which means I haven't the foggiest to what you're talking about, right?

- Kris Stenson

33:35 - 33:36

And that's OK.

- Kris Stenson

33:37 - 33:40

So we educate kindly, right, we put it in terms they understand.

- Kris Stenson

33:40 - 33:48

I talk about, so, an example, you know, remember this thing, and, unfortunately, there's more than your fair share of public examples of bad records management.

- Kris Stenson

33:48 - 33:49

And usually, I can use that as a, Hey.

- Kris Stenson

33:49 - 33:50

Do you remember that story?

- Kris Stenson

33:50 - 33:53

That came out a couple of years ago about the governor doing this, and that blah, blah, blah.

- Kris Stenson

33:53 - 33:54

And they go, Yeah.

- Kris Stenson

33:54 - 33:55

I'm like, well, listen.

- Kris Stenson

33:55 - 33:57

What he didn't do is these things.

- Kris Stenson

33:57 - 33:57

And that's what I do.

- Kris Stenson

33:59 - 34:07

So, these are something we work to educate once we've made these sprints, get involved in technology discussions.

- Kris Stenson

34:07 - 34:09

And then you might say again, but, Chris, I don't know anything about technology.

- Kris Stenson

34:09 - 34:16

I'm like, Great, you don't have to, What you do have to know is What needs to be done to preserve a record or manage your record, right?

- Kris Stenson

34:16 - 34:23

We know records depend upon, you know, authenticity and security, and access control, and all of these good things, right?

- Kris Stenson

34:23 - 34:24

All these different aspects of it.

- Kris Stenson

34:25 - 34:26

We know this.

- Kris Stenson

34:26 - 34:27

Well, guess what?

- Kris Stenson

34:27 - 34:31

Those things still have to apply to any technology that might touch record information.

- Kris Stenson

34:31 - 34:34

So get more of those technologies from the discussions.

- Kris Stenson

34:34 - 34:35

Find a way into them.

- Kris Stenson

34:35 - 34:37

Just ask, hey, can I say to them on this meeting?

- Kris Stenson

34:37 - 34:39

I'm curious as to what you guys are up to.

- Kris Stenson

34:39 - 34:40

I'd like to learn more.

- Kris Stenson

34:40 - 34:48

Once you're in that meeting, you can find an opportunity, when appropriate, to say, so, I'm just curious, what kind of data will be passing through the system?

- Kris Stenson

34:48 - 34:52

Will there be formalized forums?

- Kris Stenson

34:52 - 34:53

Will it be a relational database?

- Kris Stenson

34:53 - 34:59

And you don't have to use the term record, but think about these things, then, you might say, So, according to our legal requirements.

- Kris Stenson

34:59 - 35:02

We may need to consider this, or we may want to talk about this.

- Kris Stenson

35:03 - 35:16

I'm currently, I've been working on this for many years and as often is the case with government agencies, we all just jumped into Microsoft Office 365 and Teams really wants to pandemic it, right?

- Kris Stenson

35:16 - 35:20

Because suddenly we were, we were planning on the rollout later this year and then suddenly it was like it was there and we need it now.

- Kris Stenson

35:20 - 35:30

But I was brought in on the group for the agency that was sort of steering it, And so I am able to have conversations about what we need to do in terms of structure, how people need to use it, in order to make sure we are compliant.

- Kris Stenson

35:31 - 35:44

Furthermore, that conversation, because our agency was a pilot agency, I was then able to work worldwide way up the chain, and now I'm also advising on the statewide implementation team about how this needs to be rolled out in other agencies.

- Kris Stenson

35:44 - 35:47

This is not something that happened accidentally or all at once.

- Kris Stenson

35:47 - 35:49

I've been working on this sort of stuff for years.

- Kris Stenson

35:50 - 36:06

I've been at the Oregon State Archives now for about five years, and it's taken a good chunk of that time to gain the trust of people, different agencies, making friends, understanding who the folks are, meeting folks, offering to help agencies, just doing tons and tons of training, right, getting our voice out there.

- Kris Stenson

36:07 - 36:09

So, now I'm involved, People call me.

- Kris Stenson

36:09 - 36:10

It's, it's glorious, I love it.

- Kris Stenson

36:10 - 36:14

Nothing better than when I got a cold call from an agency, I've never spoken to before.

- Kris Stenson

36:15 - 36:20

Um, And they're asking me a question, because they heard my name from somebody who had seen one of my things, right?

- Kris Stenson

36:21 - 36:22

That's exactly the game we're getting.

- Kris Stenson

36:23 - 36:25

So get involved in these discussions, but this is a long process, right?

- Kris Stenson

36:26 - 36:32

Because we need So, sorry, shadow meetings, right, I just asked to show up to, Hey, I don't need to contribute.

- Kris Stenson

36:32 - 36:33

I'm just curious, right?

- Kris Stenson

36:33 - 36:34

Take notes.

- Kris Stenson

36:34 - 36:36

Ask questions, and contribute when appropriate.

- Kris Stenson

36:36 - 36:37

Right?

- Kris Stenson

36:37 - 36:39

Don't buddy and try to overtake somebody's meeting.

- Kris Stenson

36:39 - 36:40

Do not do that, trust me.

- Kris Stenson

36:40 - 36:52

I've had other colleagues in the past, they had a more direct approach and it didn't win them a lot of friends, suddenly, because they'd be like the bull in the China shop, They show up in a meeting and then start shouting about how this wasn't gonna work and you couldn't do that, blah, blah, blah.

- Kris Stenson

36:53 - 36:54

Not the way to get what you want.

- Kris Stenson

36:55 - 36:59

So, it's all about sort of these, these kind of work in your way and gradually.

- Kris Stenson

37:02 - 37:06

So that was kinda the daily affirmation section and pop science.

- Kris Stenson

37:07 - 37:10

Now I'd like to talk about a little a few different groups of people.

- Kris Stenson

37:11 - 37:14

Maybe you yourself are included within one of these groups.

- Kris Stenson

37:14 - 37:18

And if so awesome, you already know and maybe you can help your colleagues in the field that aren't.

- Kris Stenson

37:19 - 37:25

So I'm going to talk about a few different groups of people and some of the key aspects of how to communicate with them, right?

- Kris Stenson

37:25 - 37:26

I make no.

- Kris Stenson

37:29 - 37:31

I'm not pretending to be the foremost expert in this area.

- Kris Stenson

37:31 - 37:33

This is out of observation, largely.

- Kris Stenson

37:34 - 37:38

But, I think a lot of these things will hold true, So, administrators write.

- Kris Stenson

37:38 - 37:40

Nothing happens without the administrators.

- Kris Stenson

37:40 - 37:42

So, what's going to influence them?

- Kris Stenson

37:42 - 37:44

What's going to be important to them?

- Kris Stenson

37:44 - 37:48

Well, first of all, they're concerned with the fit within the agency, mission, and governance, right?

- Kris Stenson

37:49 - 37:55

So how is your program and what you do work within the agency mission and governments, governance, what does that mean you need to do?

- Kris Stenson

37:55 - 38:00

You need to know what the agency mission is first, and you need to identify what the governance structure is, right?

- Kris Stenson

38:00 - 38:03

This is, this is information homeworking you do first.

- Kris Stenson

38:04 - 38:06

They're concerned about policy discussions, right?

- Kris Stenson

38:06 - 38:08

How does the operation run?

- Kris Stenson

38:08 - 38:09

Sometimes, HR is involved in this.

- Kris Stenson

38:10 - 38:10

Sometimes it's admin.

- Kris Stenson

38:10 - 38:13

Same sides of the same, you know, two sides of the same coin, really.

- Kris Stenson

38:14 - 38:16

Policy discussions, though, how are we supposed to operate?

- Kris Stenson

38:17 - 38:22

They're concerned with return on investment right now, what that means is going to be different type of organization.

- Kris Stenson

38:22 - 38:30

You're, and, of course, return on investment in a government context, means doing more with what we have, serving more citizens, you know, et cetera.

- Kris Stenson

38:30 - 38:34

If you work in a private company, that may be producing more and more widgets for less money.

- Kris Stenson

38:34 - 38:36

You know, you know how that goes.

- Kris Stenson

38:36 - 38:43

If you work at a law firm firm, that may be winning more cases, spending less time doing research, whatever the case may be, right.

- Kris Stenson

38:43 - 38:44

So, return on investment.

- Kris Stenson

38:45 - 38:47

They're concerned about this, how can you help with that?

- Kris Stenson

38:47 - 38:50

They weren't briefing focused, I think we've all heard this, right?

- Kris Stenson

38:50 - 38:51

It's the old elevator speech thing.

- Kris Stenson

38:51 - 38:54

Do not give them the long winded technical details.

- Kris Stenson

38:54 - 39:01

They don't care, They don't wanna talk about the broad aspects, talk about the how it's gonna work, and then get hooked up with one of our deputies to do the detail work, right?

- Kris Stenson

39:03 - 39:04

Ease their burden.

- Kris Stenson

39:05 - 39:06

They got too much to do.

- Kris Stenson

39:06 - 39:07

They don't have time for it.

- Kris Stenson

39:07 - 39:13

They squeeze you in for 20 minutes on an alternate Thursday, because that's the only time you can get right, make best use of ease their burdens.

- Kris Stenson

39:13 - 39:15

Say, hey, what can I take off your plate?

- Kris Stenson

39:15 - 39:15

Or offer?

- Kris Stenson

39:15 - 39:21

Listen, I can take care of this, let me take care of this Let me draft this first thing for you, and then you can see what you think.

- Kris Stenson

39:21 - 39:27

You know, it's a lot easier than coming up with something from scratch draft, editing something after the fact.

- Kris Stenson

39:27 - 39:29

So if you can do that part for them, boy, are they going to love you.

- Kris Stenson

39:32 - 39:38

So the IT team, right, a field in which we are ever more intertwined, right, We this is inexcusable.

- Kris Stenson

39:38 - 39:41

We have to work very closely with IT, and they can be an adversary.

- Kris Stenson

39:41 - 39:46

They can be a roadblock, or they can be our best friends, because they have a lot of influence behind the scenes.

- Kris Stenson

39:48 - 39:50

First of all, remember, there are people, not adversaries.

- Kris Stenson

39:50 - 39:57

It can be tempting to see these folks is just the folks that are there when you're Peter breaks, or the folks that keep monkeying with the network, and making you not be able to access it, or whatever else.

- Kris Stenson

39:57 - 39:59

Right, But they have a job and their people.

- Kris Stenson

40:03 - 40:04

They tend to take a lot of abuse from folks as well.

- Kris Stenson

40:04 - 40:13

I would note, I think about anybody that's ever any of you who've ever worked to help desk job, or a call center job, I have when I was younger, Oh, gosh, Do you take a lot of abuse for stuff?

- Kris Stenson

40:13 - 40:14

That is not your fault, right?

- Kris Stenson

40:15 - 40:16

Don't be that person, ever.

- Kris Stenson

40:16 - 40:19

Do not be the person that wants to take a video.

- Kris Stenson

40:19 - 40:23

Do not be a person, if somebody wants to take a video, because you're being so unreasonable, right?

- Kris Stenson

40:23 - 40:24

Don't be that person.

- Kris Stenson

40:25 - 40:27

They speak a different language, and we're not always sure what that is, right?

- Kris Stenson

40:27 - 40:31

It's It is confusing, there's lots of lingo.

- Kris Stenson

40:31 - 40:33

They assume you know it and you don't.

- Kris Stenson

40:35 - 40:36

There's my graphical and for the moment.

- Kris Stenson

40:39 - 40:41

Be clear about what your needs, right?

- Kris Stenson

40:41 - 40:42

So, you know what?

- Kris Stenson

40:42 - 40:51

They're not interested in the high level narrative, the sort of stuff that you gave, the, to the administrators, IT, guys, don't care.

- Kris Stenson

40:51 - 40:51

I'm sorry.

- Kris Stenson

40:51 - 40:53

I'm using this from IT, guys, That's a gender term I shouldn't use.

- Kris Stenson

40:53 - 41:02

I'm on break myself of any IT fox, um, do not care about the overarching narrative.

- Kris Stenson

41:02 - 41:04

They don't care why you need to do it necessarily.

- Kris Stenson

41:05 - 41:07

They need to know the technical specs.

- Kris Stenson

41:07 - 41:09

What does success look like?

- Kris Stenson

41:09 - 41:15

This is actually a great question that was asked of me by a higher up in one of the IT helpdesk in our state, and I thought it was really good.

- Kris Stenson

41:15 - 41:16

I just retain that, my head.

- Kris Stenson

41:16 - 41:18

He keeps, he just said, what does success look like?

- Kris Stenson

41:18 - 41:20

And, that really was good because it showed me.

- Kris Stenson

41:20 - 41:25

It stopped me from trying to give them a narrative or whatever it just said, OK, here's what we're trying to get, right, Here's the destination.

- Kris Stenson

41:25 - 41:28

Don't try to dictate the ABC to them.

- Kris Stenson

41:28 - 41:32

Just tell them, I need to get to see what are our options, right?

- Kris Stenson

41:32 - 41:35

Let them fill in the details based upon what's available.

- Kris Stenson

41:38 - 41:40

Again, talk objectives not backstory reasoning.

- Kris Stenson

41:40 - 41:41

They don't care objectives.

- Kris Stenson

41:41 - 41:42

What are you trying to get to?

- Kris Stenson

41:43 - 41:44

Their technical folks?

- Kris Stenson

41:44 - 41:45

Be technical.

- Kris Stenson

41:46 - 41:47

And provide information when requested.

- Kris Stenson

41:47 - 41:53

Don't overload them with it, but when they ask, Hey, I need details on this and this, given to make sure they have what they need, right?

- Kris Stenson

41:53 - 42:00

Again, with a minimum amount of backstory, Again, this is another one of those ask questions and learn Sit in on meetings.

- Kris Stenson

42:00 - 42:01

You may find yourself.

- Kris Stenson

42:01 - 42:03

You can often sit in all these things.

- Kris Stenson

42:03 - 42:06

They may, they may let you to say, Hey, I'd like to be more part of this group.

- Kris Stenson

42:06 - 42:10

Can I sit on these things and you might find most of these meetings are terribly boring.

- Kris Stenson

42:10 - 42:16

I have sometimes, but also, some of them are really insightful, and it's great to be there, And over time, you know what you actually make friends with.

- Kris Stenson

42:16 - 42:20

Some of these people, you develop relationships, personal relationships with these people.

- Kris Stenson

42:20 - 42:25

And next thing, you know, you can actually chime in and you can talk to them, and you can actually have other conversations with them.

- Kris Stenson

42:26 - 42:26

And that's important.

- Kris Stenson

42:26 - 42:28

Again, this is how you make inroads.

- Kris Stenson

42:30 - 42:34

Don't forget to encourage them and compliment them to their superiors.

- Kris Stenson

42:35 - 42:37

Again, remember I said these folks take a lot of abuse.

- Kris Stenson

42:37 - 42:46

You know what, they don't get a ton of compliments, never be shy about lavishing praise on somebody who's done a great job or has really helped you who went above and beyond to their supervisor.

- Kris Stenson

42:46 - 42:49

Let them know, let them know that person is doing a great job.

- Kris Stenson

42:50 - 42:53

You want to encourage, know, this is that you know, you can think of it selfishly.

- Kris Stenson

42:53 - 42:55

You want to encourage that good behavior, right?

- Kris Stenson

42:55 - 42:56

It's like training a dog.

- Kris Stenson

42:56 - 43:04

Encourage it by just lavishing attention on them because then you may think it's a little much sometimes to constantly e-mail their boss about how great they are doing.

- Kris Stenson

43:04 - 43:08

And, you know what, they probably don't hear as much as they should Also encourage them.

- Kris Stenson

43:08 - 43:09

Say, Hey, thank you very much.

- Kris Stenson

43:09 - 43:10

I appreciate it.

- Kris Stenson

43:10 - 43:11

Great job.

- Kris Stenson

43:11 - 43:13

Have a good day, I'll talk to you later or whatever.

- Kris Stenson

43:13 - 43:13

Right?

- Kris Stenson

43:13 - 43:14

Don't be shy about that.

- Kris Stenson

43:14 - 43:19

And I, this is something I have to train myself on, because I'll admit I have a somewhat.

- Kris Stenson

43:20 - 43:24

Um, I don't like to have extraneous conversation as much as I talk.

- Kris Stenson

43:25 - 43:28

I don't like to have a whole bunch of, like, the gushing thank yous back and forth in e-mails.

- Kris Stenson

43:28 - 43:28

Right?

- Kris Stenson

43:28 - 43:32

Nothing drives me nuts when there's a string and then there's like five thank yous, back and forth.

- Kris Stenson

43:32 - 43:33

I find it superfluous.

- Kris Stenson

43:33 - 43:34

I find it pointless.

- Kris Stenson

43:34 - 43:35

I dislike exclamation points.

- Kris Stenson

43:35 - 43:37

I think they're dumb.

- Kris Stenson

43:38 - 43:39

These are just personal opinions, right?

- Kris Stenson

43:40 - 43:42

I think are overused, I think they're meaningless.

- Kris Stenson

43:42 - 43:47

I don't trust people that overpraised that are constantly, you know, and so caution you that, right.

- Kris Stenson

43:47 - 43:51

Don't don't throw a phrase on people for, you know, putting the toilet seat down, so to speak.

- Kris Stenson

43:52 - 43:55

But do a compliment for actual work done well.

- Kris Stenson

43:56 - 43:57

So, what But I trained my supplements, right?

- Kris Stenson

43:57 - 43:59

I have to remind myself, no people.

- Kris Stenson

44:00 - 44:03

People need affirmation Chris, and I, you know, as a manager, I have to do this with my staff as well.

- Kris Stenson

44:03 - 44:06

I have to remind myself, make sure you give them credit publicly.

- Kris Stenson

44:06 - 44:14

It's not that I don't appreciate them, or I won't say thank you to their face, but sometimes I have to be reminded, I need to make sure other people know this as well, because it's good for the team morale.

- Kris Stenson

44:14 - 44:14

It's good for them.

- Kris Stenson

44:15 - 44:17

It's just something that doesn't come naturally.

- Kris Stenson

44:17 - 44:23

It's not that I don't love my people or, or really, respect stoneware in my bank.

- Kris Stenson

44:23 - 44:26

Branches can appreciate, I don't appreciate them.

- Kris Stenson

44:26 - 44:27

Of course, I do.

- Kris Stenson

44:27 - 44:30

It's just that I don't naturally lavished praise on things right.

- Kris Stenson

44:30 - 44:32

And when I do, it means something.

- Kris Stenson

44:33 - 44:33

But that's just different, right?

- Kris Stenson

44:33 - 44:35

Different communication styles.

- Kris Stenson

44:35 - 44:36

So I tried to be better about that.

- Kris Stenson

44:37 - 44:38

Ok, legal Counsel.

- Kris Stenson

44:38 - 44:40

I see at least one year from a law firm.

- Kris Stenson

44:40 - 44:44

So I probably don't need to talk to you about this, because you spend your whole day talking to lawyers?

- Kris Stenson

44:45 - 44:51

I'm just looking back at our little list here, And is that OK, there's a, there's a back, yep.

- Kris Stenson

44:51 - 44:53

You got lawyers there to lots of them.

- Kris Stenson

44:54 - 44:57

Yeah, all sorts types, and of course, those of you in government agencies were no shortage of those.

- Kris Stenson

44:58 - 44:59
So legal counsel.

- Kris Stenson

44:59 - 45:03
Yet another group that has very distinctive concerns and needs, Right?

- Kris Stenson

45:03 - 45:07
So, know your part of records law well, because you know what?

- Kris Stenson

45:07 - 45:09
They're going to ask you for every time citations.

- Kris Stenson

45:09 - 45:12
They want to know the statute, the administrative rule.

- Kris Stenson

45:12 - 45:14
What is your power coming from to?

- Kris Stenson

45:14 - 45:15
Even ask this, right?

- Kris Stenson

45:15 - 45:17
They care about that.

- Kris Stenson

45:17 - 45:19
They want to know, do you have the authority to request this?

- Kris Stenson

45:19 - 45:20
Can we do this, right?

- Kris Stenson

45:22 - 45:24

Do your homework, look up stuff about the case ahead of time.

- Kris Stenson

45:25 - 45:28

They do like details, not technical details, but the legal details, right?

- Kris Stenson

45:28 - 45:33

The framework, the administrative details, Focus on legal compliance.

- Kris Stenson

45:34 - 45:35

And risk management, right?

- Kris Stenson

45:35 - 45:38

Those are the critical components they are usually concerned with, right?

- Kris Stenson

45:39 - 45:41

We need to do this because that is the law.

- Kris Stenson

45:41 - 45:43

Now, this is not a good argument with other groups.

- Kris Stenson

45:43 - 45:47

If you just say, we have to do this because the law, it's a, it's a separate it from the right.

- Kris Stenson

45:47 - 45:49

They're like, yeah, well, that's all my bosses are that's on the agency.

- Kris Stenson

45:49 - 45:51

That's not on me, right.

- Kris Stenson

45:51 - 45:52

Lawyers.

- Kris Stenson

45:52 - 45:53

However, they know it's important.

- Kris Stenson

45:53 - 45:55

That's their trigger points, so use it.

- Kris Stenson

45:55 - 45:58

They're not elsewhere please, focused on legal compliance.

- Kris Stenson

45:59 - 46:01

Focus on risk management, right?

- Kris Stenson

46:01 - 46:04

It is dangerous for us as an organization.

- Kris Stenson

46:04 - 46:06

It is a liability for us to leave this stuff lying around.

- Kris Stenson

46:06 - 46:11

We're gonna get sued Pant suit off, or we're going to have a massive information request.

- Kris Stenson

46:11 - 46:13

That's going to freeze us in our tracks, right.

- Kris Stenson

46:14 - 46:17

Talk about liability, talk about defensible disposition.

- Kris Stenson

46:17 - 46:17

They get that.

- Kris Stenson

46:17 - 46:19

That is something they understand.

- Kris Stenson

46:20 - 46:22

So, Really, Ironclad rules here, right?

- Kris Stenson

46:25 - 46:31

Ok, so not knowing exactly what the platform was going to look like today, I decided to throw this leave this in here anyways.

- Kris Stenson

46:32 - 46:38

So, do we have, like, little wonder in the chat, do we have any sort of like little raise hand function, or anything like that?

- Kris Stenson

46:40 - 46:41

Perry, we have a raise hand or something.

- Mark Conrad

46:43 - 46:48

Know, this is Mark, now, we don't have a raise hand function because we're not doing what, it's not me.

- Kris Stenson

46:49 - 46:53

All right, all right, well, how about just, we'll do this.

- Kris Stenson

46:53 - 47:03

Use the chat box and just put in a, if you feel, you have a good working relationship with your administration, that's A IT, that's I, or L.

- Kris Stenson

47:03 - 47:06

Or, I guess, it looks like I have what you put L E, Thank you.

- Kris Stenson

47:06 - 47:12

So put it in an IT or an L E, to indicate, you have good relationship with one or more of those groups, please.

- Kris Stenson

47:13 - 47:18

All right, in the chat box, just, that's just those letters with apostrophes, as the case may be.

- Kris Stenson

47:18 - 47:23

And I hope to see some here and if none, boy, I'm glad we're doing this today.

- Kris Stenson

47:26 - 47:26

Oh, good.

- Kris Stenson

47:26 - 47:27

A lot.

- Kris Stenson

47:31 - 47:41

It's always a little tricky when we, especially we're doing these remote, um, bermont webinars to encourage, you know, back and forth, because it's also kinda stilted and awkward in person presentations are easier that way.

- Kris Stenson

47:41 - 47:43

But, I like to throw in something like that.

- Kris Stenson

47:46 - 47:46

So, good.

- Kris Stenson

47:46 - 47:48

See, it looks like, OK, so a good, broad thing, here.

- Kris Stenson

47:48 - 47:54

And for those of you who don't feel you're there, hey, take a note of people that say that, have that relationship there.

- Kris Stenson

47:54 - 47:56

These are your compatriots talk to them.

- Kris Stenson

47:56 - 47:59

Ask them how they got to where they're at.

- Kris Stenson

47:59 - 48:01

Maybe this is a good follow up conversation.

- Kris Stenson

48:01 - 48:07

He says, as he tries to hijack your next meeting's agenda, But, yeah, maybe this would be a good topic for you to discuss.

- Kris Stenson

48:07 - 48:08

How have you made inroads in these groups?

- Kris Stenson

48:08 - 48:11

Where did you start from a word you get to write?

- Kris Stenson

48:11 - 48:15

Not that there's a magic bullet, but this is how we can help each other out, right?

- Kris Stenson

48:17 - 48:18

Gotta get back to my other screen here.

- Kris Stenson

48:21 - 48:30

Ok, so, there is common ground between us and these other groups, right, that we should be thinking about.

- Kris Stenson

48:30 - 48:33

It's often a terminology mismatch.

- Kris Stenson

48:33 - 48:35

So, lingo, right?

- Kris Stenson

48:35 - 48:36

We say record retention.

- Kris Stenson

48:37 - 48:38

They say record's discovery.

- Kris Stenson

48:39 - 48:43

This is kind of a legal front, But these are just some general terms of different groups, saying, Right?

- Kris Stenson

48:43 - 48:45

British discovered, maybe what they're concerned about.

- Kris Stenson

48:45 - 48:46

We're concerned about records retention, Right?

- Kris Stenson

48:46 - 48:47

Two sides of the same coin.

- Kris Stenson

48:48 - 48:49

We talk about disposition.

- Kris Stenson

48:50 - 48:53

They talk about risk management, and business efficiency, right?

- Kris Stenson

48:53 - 48:56

We talk about, Hey, we need to get rid of these records, because that's what the schedule say.

- Kris Stenson

48:56 - 48:57

That's what we've done this for.

- Kris Stenson

48:57 - 49:02

Their concern different groups might be concerned with, How does this affect our business?

- Kris Stenson

49:02 - 49:03

Right, OK.

- Kris Stenson

49:03 - 49:07

So we talk about then, you know, over retaining this stuff is bad for efficiency.

- Kris Stenson

49:07 - 49:08

We have a bunch of extra stuff.

- Kris Stenson

49:08 - 49:09

We have to sit there.

- Kris Stenson

49:09 - 49:10

It takes a lot of time.

- Kris Stenson

49:10 - 49:11

Talking about risk management.

- Kris Stenson

49:11 - 49:14

Having these things around is a liability, Some of it's protected information.

- Kris Stenson

49:14 - 49:18

It opens up our risk, or we to have a data breach, all that sort of stuff, Right?

- Kris Stenson

49:19 - 49:22

Authenticity of records, is a term that we like to use.

- Kris Stenson

49:22 - 49:24

They talk about information security, right?

- Kris Stenson

49:25 - 49:27

Reform a security, ensures authenticity of records.

- Kris Stenson

49:28 - 49:30

So this is something we want to focus on.

- Kris Stenson

49:30 - 49:32

This is an inward inroad in with information security.

- Kris Stenson

49:32 - 49:33

Listen.

- Kris Stenson

49:33 - 49:34

We want to protect the authenticity of these records.

- Kris Stenson

49:34 - 49:37

We want to make sure they are secure, wherever they live.

- Kris Stenson

49:39 - 49:41

We talk about preservation of records over time.

- Kris Stenson

49:42 - 49:44

They talk about legal compliance and legacy building.

- Kris Stenson

49:45 - 49:50

So depending on the kind of entity you're in, some of these may be more or less relevant.

- Kris Stenson

49:50 - 49:59

Blots, legal compliance, obviously, is always there, But legacy building is not under not under, excuse me, not to be underestimated.

- Kris Stenson

49:59 - 50:01

I think this is more actually and private entities, right?

- Kris Stenson

50:02 - 50:09

Archives within their agencies often exist to show the building of legacy, a history of the company.

- Kris Stenson

50:09 - 50:13

What they've accomplished in government context.

- Kris Stenson

50:13 - 50:15

This shows the history of the government, right?

- Kris Stenson

50:15 - 50:17

This shows where we came from this this.

- Kris Stenson

50:17 - 50:19

Often if you're working with political leaders, this is legacy building, right?

- Kris Stenson

50:19 - 50:26

This shows what they did while they were serving the people or not serving people depending on the politician.

- Kris Stenson

50:27 - 50:30

Um, nonetheless, we talk about metadata.

- Kris Stenson

50:30 - 50:33

Well, guess what sort of thing as metadata is metadata.

- Kris Stenson

50:33 - 50:37

But, what we do have to discuss is what that means sometimes, right?

- Kris Stenson

50:37 - 50:40

The tech folks understand it immediately, but your other groups don't.

- Kris Stenson

50:40 - 50:45

So, um, with with metadata, I like to just simply, I use the piece of paper example.

- Kris Stenson

50:45 - 50:48

I say, metadata has always existed.

- Kris Stenson

50:48 - 50:55

It's just, um, It's just, We didn't call it that, so, I hold up a piece of paper, or something that has some things.

- Kris Stenson

50:55 - 51:01

I say, Listen, there's certain aspects about this paper that are help us understand it, it's on 8.5 by 11.

- Kris Stenson

51:01 - 51:01

It's white.

- Kris Stenson

51:02 - 51:03

It has black and blue ink on it.

- Kris Stenson

51:03 - 51:05

It has certain pieces of information on it.

- Kris Stenson

51:05 - 51:10

All of these things are little bits of information that could be called metadata, they all give it context, right?

- Kris Stenson

51:10 - 51:18

So I use that analogy a lot when I'm describing it, and I say, Now, you take this thing, and you shove it in a computer, It's lost all those inherent characteristics, so we have to describe them.

- Kris Stenson

51:18 - 51:25

Either the system generates it by a group and all the background information that tells you what it was made in, and, you know, how big the file isn't, all that good stuff.

- Kris Stenson

51:26 - 51:33

But also, then, it also exists in the metadata we apply around it, that says, this is related to the Johnson.

- Kris Stenson

51:33 - 51:33

Case.

- Kris Stenson

51:33 - 51:37

And this has, you know, this is currently on legal hold.

- Kris Stenson

51:37 - 51:38

These are pieces of metadata, right?

- Kris Stenson

51:38 - 51:42

So, that's just a way I often use to kind of introduce that one.

- Kris Stenson

51:44 - 51:46

So, what do I do if I still just don't get it?

- Kris Stenson

51:47 - 51:52

Chris, you've said a lot of interesting things here, but I'm a long ways from having these discussions so far.

- Kris Stenson

51:53 - 51:55

Sometimes, you won't get it.

- Kris Stenson

51:55 - 51:56

Sometimes, you don't need to.

- Kris Stenson

51:56 - 52:02

Sometimes where you start from and where the person you're trying to communicate are, are just too far away.

- Kris Stenson

52:02 - 52:06

Right, you're just completely not in that world, You haven't the foggiest well, guess what?

- Kris Stenson

52:07 - 52:09

There are people in between the two of you.

- Kris Stenson

52:09 - 52:11

Figure out who those are, right?

- Kris Stenson

52:11 - 52:14

Fine team members of yours or there's, that can help bridge the gap.

- Kris Stenson

52:15 - 52:15

Right?

- Kris Stenson

52:15 - 52:23

If that person is way into their own thing, if they're information architect, and they are so far beyond you, in terms of understanding that, I find myself in that world sometimes.

- Kris Stenson

52:23 - 52:30

And you're like, listen, I just want to talk about the records, and they want to talk about hierarchies and information structure, and I really don't grasp what they're getting at here.

- Kris Stenson

52:31 - 52:36

Um, so find people in-between you write spined people from the help desk that can help walk you through it.

- Kris Stenson

52:36 - 52:39

Find resources that will allow you to get to them.

- Kris Stenson

52:40 - 52:43

Also, don't be shy about looking up things on Wikipedia.

- Kris Stenson

52:43 - 52:55

You'd be surprised how the, ah, maybe you wouldn't be how detailed the tech and IT related sort of stuff on Wikipedia is, because, of course, a lot of people that do Wikipedia, I have a tendency, don't spend a lot of time on computers.

- Kris Stenson

52:55 - 52:55

Funny.

- Kris Stenson

52:56 - 52:59

But, yeah, so, it's, it's, it's educate yourself.

- Kris Stenson

52:59 - 53:02

But also find the people in there also.

- Kris Stenson

53:02 - 53:04

So, so who do you know that might have these skills, right?

- Kris Stenson

53:04 - 53:06

You may not be the person that has to do this.

- Kris Stenson

53:06 - 53:09

You may find somebody else that's already got the, and that's OK.

- Kris Stenson

53:11 - 53:13

So, those people there, we want those people.

- Kris Stenson

53:15 - 53:18

Getting towards the end here, the stager set, you've done your groundwork.

- Kris Stenson

53:19 - 53:26

Now, after helping people after figuring out the lingo, after sitting in all these meetings, now, you can ask for what you need.

- Kris Stenson

53:29 - 53:33

Utilize the project management framework if your entity has one, right?

- Kris Stenson

53:34 - 53:38

So, we have a specific process whereby new projects get approved within our agency.

- Kris Stenson

53:39 - 53:45

If you try to go around that process, if you try to supersede that process, it is going to ruffle some feathers.

- Kris Stenson

53:45 - 53:47

It will often not get you what you want at all.

- Kris Stenson

53:47 - 53:50

Or if you can't, if you do, you're going to tick off a lot of people in the process.

- Kris Stenson

53:50 - 53:55

If you have the clout to go over somebody's head within the PMO framework, sorry, that's the project management office.

- Kris Stenson

53:56 - 53:59

If you have, If you have the clouds go around, them, don't.

- Kris Stenson

54:00 - 54:06

Unless you absolutely had to, because of some emergency, because the process exists for a reason, Working within that framework.

- Kris Stenson

54:06 - 54:14

However much, it may seem like a pain in the **** for you, will show that you respect them in their field, and they will, in turn give you respect.

- Kris Stenson

54:16 - 54:17

Stay grounded in reality.

- Kris Stenson

54:17 - 54:18

Don't have unreasonable expectations.

- Kris Stenson

54:18 - 54:22

Don't set deadlines that you can't enforce, right?

- Kris Stenson

54:22 - 54:26

You can encouraged, but do not try to control the process.

- Kris Stenson

54:27 - 54:30

Just understanding, don't be unrealistic or demanding.

- Kris Stenson

54:30 - 54:30

It's the old phrase, right?

- Kris Stenson

54:30 - 54:33

Your poor planning does not constitute an emergency on their part.

- Kris Stenson

54:33 - 54:35

Don't come running to them at the last minute, say, I need this tomorrow.

- Kris Stenson

54:36 - 54:40

That is not realistic, it's not their fault that you didn't plan ahead, right, and don't be that person.

- Kris Stenson

54:42 - 54:43

Be flexible.

- Kris Stenson

54:43 - 54:44

Flexibility is important.

- Kris Stenson

54:44 - 54:45

Things will change.

- Kris Stenson

54:45 - 54:49

Have a goal in mind, but don't fight battles over every single step, right?

- Kris Stenson

54:49 - 54:50

Allow things to be flexible.

- Kris Stenson

54:50 - 54:52

Work with the resources you have.

- Kris Stenson

54:52 - 54:54

Compromise when you need to.

- Kris Stenson

54:54 - 54:58

Maybe you don't get 100% of what you want right away, but maybe you can get 60% of it.

- Kris Stenson

54:58 - 54:59

That's good enough to start, right?

- Kris Stenson

54:59 - 55:00

And you can work towards the rest later.

- Kris Stenson

55:01 - 55:03

Be prepared for delays.

- Kris Stenson

55:03 - 55:04

This stuff is complicated.

- Kris Stenson

55:04 - 55:09

Government, especially moves, slow, private sector, maybe not quite as slow, but, nonetheless, be prepared for delays.

- Kris Stenson

55:09 - 55:10

Other people have voices to.

- Kris Stenson

55:10 - 55:11

Other people have competing priorities.

- Kris Stenson

55:11 - 55:18

Sometimes, something, you know, I've had these things that I've been working on for a month and suddenly it gets dropped because servers crashed.

- Kris Stenson

55:18 - 55:19

Or we have data breach or something else.

- Kris Stenson

55:19 - 55:22

They don't have time for me right now And you have to understand that right.

- Kris Stenson

55:22 - 55:30

Your issue is not a flood they're dealing with right now that flood is And they'll deal with that And then you re-introduced the subject once that thing is over.

- Kris Stenson

55:30 - 55:30

Right.

- Kris Stenson

55:32 - 55:33

No.

- Kris Stenson

55:33 - 55:34

It's just a starting point.

- Kris Stenson

55:34 - 55:37

Unlike what I tell my daughter, which is no means no.

- Kris Stenson

55:38 - 55:42

In this case, when they say, when you come in there and say, I need, I need this.

- Kris Stenson

55:42 - 55:43

And they say, no, we can't do that.

- Kris Stenson

55:45 - 55:48

Sometimes what they're saying is, they're not saying this is impossible.

- Kris Stenson

55:48 - 55:52

They're saying what you just said is not something we could do that doesn't fit into our thing.

- Kris Stenson

55:53 - 55:56

And this is the old, Allowing them just dictate the alternatives, right?

- Kris Stenson

55:56 - 55:58

Allowing them to set the path based upon what they can do.

- Kris Stenson

55:59 - 56:01

So then say, What would you suggest as an alternative?

- Kris Stenson

56:01 - 56:03

How can we get there?

- Kris Stenson

56:03 - 56:03

Ok?

- Kris Stenson

56:03 - 56:07

We can't get there, And this is why I try to avoid telling people how to walk the path, right?

- Kris Stenson

56:07 - 56:10

I'd say where we're trying to get to especially with the tech folks.

- Kris Stenson

56:10 - 56:13

This is important because sometimes what will happen is you say, Hey, I need to do this.

- Kris Stenson

56:13 - 56:17

And they'll just say, no, we can't do that If if, because they're very liberal in that, right?

- Kris Stenson

56:17 - 56:20

If it's a very liberal response, you don't want to then go.

- Kris Stenson

56:20 - 56:20

Well.

- Kris Stenson

56:20 - 56:22

If you have to, and that turns into a fight, right?

- Kris Stenson

56:22 - 56:27

You're not going to win that, because what you understand is, in this case, no, wasn't no.

- Kris Stenson

56:27 - 56:29

We can't do that very specific thing.

- Kris Stenson

56:29 - 56:30

You just asked for.

- Kris Stenson

56:30 - 56:33

So now you say, how else could might we've accomplished this?

- Kris Stenson

56:33 - 56:35

Here's what I'm trying to do.

- Kris Stenson

56:35 - 56:44

Can you help me find a way, given what we can, what we can, we are allowed to do, right, And you'll get a lot further with that, so, alternatives, right, What would you suggest as an alternative?

- Kris Stenson

56:46 - 56:47

And that's it.

- Kris Stenson

56:47 - 56:50

That's my spiel, a lot of info.

- Kris Stenson

56:50 - 56:51

A lot of stuff.

- Kris Stenson

56:52 - 56:54

Not a lot of content, A lot of talking!

- Kris Stenson

56:55 - 56:56

But it's what I do.

- Kris Stenson

56:57 - 57:04

Um, so questions, thoughts, concerns, you know, threat's, whatever, what do you got?

- Pari Swift

57:06 - 57:12

Chris, while people are typing their questions are coming up with their questions, I first want to say thank you for this.

- Pari Swift

57:12 - 57:19

And I, I've heard you do this one a couple of times, and it's always good for me to hear, because there are parts of what you said that I'm really good at.

- Pari Swift

57:20 - 57:26

And there are parts that I am not the good at, And I'm still working on this.

- Pari Swift

57:26 - 57:28

I really appreciate that.

- Pari Swift

57:28 - 57:30

And I am one of those people who can see it.

- Pari Swift

57:30 - 57:42

Overshare, when I finally get the ear of somebody, especially Nike, overshare, or maybe push the legality so much, that could be off putting, though, I always appreciate it.

- Pari Swift

57:43 - 57:44

Are there other questions?

- Pari Swift

57:44 - 57:46

Either unmute or type in the chat.

- Deb Voronkov

57:57 - 58:00

This is Deb ramp up, I just wanted to say this was an excellent presentation, I really.

- Kris Stenson

58:04 - 58:06

Yeah, I forgot to mention, praise also works.

- Kris Stenson

58:06 - 58:07

You can also praise.

- Kris Stenson

58:14 - 58:16

Thank you for Adobe, for commenting on my really organize office here.

- Kris Stenson

58:16 - 58:18

It wasn't an exercise room before.

[speaker unknown]:

58:28 - 58:28

All right.

- Kris Stenson

58:29 - 58:38

Well, just to let folks know, I will provide these slides to all, get into parry, and she can get them to the group.

- Kris Stenson

58:39 - 58:42

My contact information is there for anybody who would like to talk to me about stuff.

- Kris Stenson

58:42 - 58:45

I'm, I'm available for you whenever you need me.

- Kris Stenson

58:45 - 58:51

Keeping in mind that I'm three hours different from your timing wise, so time time.

- Kris Stenson

58:51 - 58:52

Somewhat limited.

- Kris Stenson

58:52 - 58:54

But, yeah, Feel free to feel free to shoot me an e-mail.

- Kris Stenson

58:54 - 58:56

Or give me a buzz if you have questions about something.

- Kris Stenson

58:57 - 58:59

I try to help, you know, we're a big community.

- Kris Stenson

59:00 - 59:02

Excuse me, what I mean is there were a well distributed community, but we're not that big.

- Kris Stenson

59:02 - 59:06

So it's important that we, we talk amongst each other as much as possible.

- Kris Stenson

59:06 - 59:06

So.

- Joy Nelson

59:10 - 59:11

All right, Thanks, Chris.

- Joy Nelson

59:11 - 59:15

And we look forward to everyone else.

- Joy Nelson

59:15 - 59:16

Attending our next meeting.

- Joy Nelson

59:16 - 59:22

We please look at the ARMA columbus' dot org site or the upcoming sessions.

- Joy Nelson

59:23 - 59:26

We'll let everyone go, and the meeting will continue for the board.

- Joy Nelson

59:26 - 59:27

Thank you.

- Kris Stenson

59:27 - 59:28

Thanks, everybody.

- Pari Swift

59:31 - 59:32

I'm glad to see everybody on.