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## Context to the nugget

Arun talks about how the depth of insight and intimacy gets compromised when we start having conversations across a large number of people. However, he shares his insights around how we could still make such conversations enriching by moving from the layer of data to the layer of how people form their opinions on the data.

## Transcription

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**Deepak Jayaraman (DJ): What are your insights around having deep conversations at scale?**

Arun Miara (AM): I love what we are doing, the two of us sitting on the chair, facing each other and there is very gentle person recording our conversation so three chairs, I have mentioned in the book what Henry David Thoreau and he said you know I bulled in his cabin and I have got two chairs for having a conversation and a third chair in case it's for society so this is the third chair there beyond that he says there's just too many people and that's true, I can look you in the eye and I can see that you are listening to me so well, so I am interested also in you so we are having a deep dialogue here I think amongst ourselves but as you start getting to ten people into the room, into the same so called conversation each feels a need to speak, has the need to speak, then what other says start influencing what one person is saying and then you get into a conversation which is no longer explore any one person's point of view in any depth, so the larger you go in the conversation you are reaching more people but the richness of the conversation diminishes, now this is like a physics fact anyway and the social media suffering from this that if you make a lot of information available to people they can't concentrate on the everything at the same time, so they have to make choices and if they wish to stay connected with many things which is the beauty of being on social media, they will have to per force shallowly connected with many things they can't go to deep into too many things, otherwise they can't keep pretention to so many things so we have to make a choice between, richness and reach how are my intellectual and practical challenges this that in the vast conversations rather a large numbers of conversations happening can't we introduce more richness than there is presently, so I talk about the ways of mass dialogue, so I say even if in a ten minute conversation that I have with some person I could get to insights about myself and the other person that usually in a one hour conversation I don't get then I got efficiency introduced into a one on one conversation, similarly, if I could say a meeting of 10 persons, if conducted differently could enable those 10 persons to find something deeper about the system in which they are all together, as well as about themselves than that you do in a usual about the data conversation, so you see we talked about the data earlier many of our conversations are let's keep to the data and let's keep opinion out of this place. We say that, there's no time here to discuss your opinions, get the data out. So we force people to in fact not delve into the more important interesting things that we should be delving into for our own sakes and for the sake of the collective, we just stick it that data little and

we are not learning more. Economics is having this problem because you know needs last masses of data so that so it can prove that this phenomena applies everywhere so you use large amounts of data and the data doesn't represent accurately anything anywhere.

## Reflections from Deepak Jayaraman

DJ: The key takeaway for me here is that if we happen to be facilitating a conversation of a large number of people, then there is an opportunity for us to structure the conversation to create the space for listening but more importantly create the open-ness to have a curious discussion around where people's opinion on a particular topic comes from. Too often, we have seen debates in certain news channels where people come in with pre-formed opinions, don't listen to each other and just out-shout each other. I don't think those sorts of discussions take anybody anywhere. I guess, the key is to understand the art of facilitation to ensure that we create the right tonality in the conversation for us to move forward. Something that Arun talks about in the next segment.

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## End of nugget transcription

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### **Arun Miara - Nuggets**

- 34.00 Arun Miara - The Full Conversation
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### **About Deepak Jayaraman**

Deepak seeks to unlock human potential of senior executive's / leadership teams by working with them as an Executive Coach / Sounding Board / Transition Advisor. You can know more about his work [here](#).

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