

Personal Reflection – July, 2021

A Surprising Bit of Learning: The Secret of Sync

What learning can come out of a busy, noisy, turbulent Apple Store?

I sat with my personal tutor, Michele (Apple One-to-One) and tried to master the intricacies of moving files from my new MacBook Air to my iPad Mini. Michele is a master of quiet, patient questioning and waiting as I fumbled... Then, “Aha, there it is. I just did it!” The MacBook Air was in sync or synchronizing the data from its infinite innards to those of the iPad. A tiny world image twirled on both machines until the “sync” was completed.

I learned (again) the vital importance of sequence. I’ve been teaching that for years as a Dialogue Educator, and here I learned it anew. *When I omit a step in the sequence, the process dies. When all the steps are faithfully taken – click here, tap here, check this box here with a click – the process thrives.*

If Apple is able to do that between two metallic machines, why can’t we do it between two smart, experienced, thinking and feeling human beings?

When I next find myself *out of sync* with someone, I can take a lesson from Apple: check the sequence of steps along the route of dialogue.

-Jane Vella