

Practical 2

In the second practical session, Mike Jay demonstrates advanced techniques for using AI (ChatGPT) as a tool for dynamic inquiry and selective helping. He introduces **S:DISS-X**, where "S" stands for Selection — the critical ratio of what to focus on amid countless possibilities when creating experiences or solving problems. Most communication misses the mark (99.5%), so the goal is to identify the rare 0.5% "opening" that provides leverage, making problems disappear with minimal investment of money, time, energy, attention, and motivation.

Jay launches a live demo by posing a compressed, complex question to ChatGPT: “If you choose one important thing that would motivate you to take an important first step to realizing your goals, can you name it?” He deliberately uses this to test the AI’s responses and model real-world helping with reluctant or cryptic subjects. Rather than rushing to interpret or lead, he emphasizes staying led by the process — mirroring key phrases (“first step is real, not idealized”), using “What’s important?” as a “get-out-of-jail-free card” to return tension to the other party, and deploying “pings” (light probes like “Can you explain?”) to reveal the entity’s problem-solving system and Potential Capacity and Capability (PCC).

A central theme is operating at the right **level of complexity**. Jay references the Model of Hierarchical Complexity (MHC), distinguishing concrete, abstract, formal, and metasystematic reasoning. He advises staying within roughly $\pm 1/3$ to $1/2$ level of the other person’s current state so they can assimilate ideas without talking over or under them. He contrasts low-friction AI responses with human conversations, where “friction” (delays, uncertainty) creates valuable thinking space. With AI, helpers must intentionally slow down and avoid premature assumptions.

The session highlights practical helping dynamics: moving from transactional customer-service levels to developmental work involving multiple variables, delays, and unintended consequences. Jay stresses not taking the lead too early in complex scenarios, avoiding summarization or interpretation that injects bias, and using inquiry forms (who, what, when, where, why, how — used sparingly) to deepen self-understanding. He notes ChatGPT’s responses often remain somewhat cryptic or veiled, modeling the need for patience in revealing true context.

By the end, the conversation evolves toward bridging “idealized action” and “right action under actual conditions.” Jay seeds closure while keeping the thread alive for future sessions, planning an after-action review of the transcript. The practical illustrates restraint, selective focus, and process-led helping to build genuine leverage rather than forcing solutions.

This approach equips helpers to work across layers, levels, and phases of problems — from concrete fixes to transformative developmental support — while treating both humans and AI with disciplined curiosity.