

SUSIE'S FAMILY STORY

by June.w



Christmas Eve of 2020.

A book was born to be,

Inspired by the warmth of Christmas cheer,

Susie's family came to me.

I hope this story spreads joy and light,

To children far and near,

Bringing love and warmth to every heart,

A gift throughout the year.

-June W





PART.020

SEASON 1, EPISODE 10: WHEN SUSIE MET MATRIX

Despite staying up late into the night, Susie managed to compile a comprehensive list of all the problems they had identified in her goal book. She also took photographs to document their progress. Tomorrow morning, she planned to use the data from the store to send the photos to Eggshell Lawyer, taking a step closer to finding the solutions they needed.

Before going to bed, Susie patted her little golden egg, feeling a powerful force coursing through her. Lawyer Eggshell was right; true security came from within one's heart. In that moment, Susie felt a profound inner strength. She realized that all she needed to do was push herself one step beyond her previous self to become resilient and strong. She aimed to let her determination outpace any inner doubts or fears, like the voice saying, "Mom, I'm afraid." After pondering for a while, Susie drifted off to sleep.

Tips: Susie contemplated remotely sharing all the content with Eggshell Lawyer through Skype and email to save time.

That night, Susie enjoyed a deep and grounded sleep, eagerly anticipating her call with Eggshell Lawyer the following day.

At 7:30 in the morning, Susie woke up early, freshened up, had breakfast, and prepared to work in the store.

Business at the store had been improving in recent days, likely due to better weather and the pandemic being under control in their small town. Many residents were now conscientiously wearing masks. Susie had initiated a program to provide free masks to those who needed them, attracting more customers to the store.

Before she realized it, it was nearly 11 a.m., and Susie almost forgot to call Eggshell Lawyer. As soon as she remembered, she dialed his number, and he answered promptly. Susie shared her thoughts with him, and Lawyer Eggshell readily agreed. He suggested they conduct a remote session at 7:30 that evening, and Susie agreed. She planned to invite Grandma Lucy and have Hunter join the call as well. Susie felt a warm and powerful sense of connection with the people who cared about her and the upcoming arrival of her little one.

That evening, Ken arrived at the store before 7 o'clock to oversee things while Susie attended her "class." Hunter had dinner with Grandma Lucy, enjoying a hearty cheese-flavored meal. Susie had all the preparations in place, and Hunter was ready for the video call. Susie shared the "Question Notebook" that she and Hunter had worked on over the past few days with Eggshell Lawyer. He chuckled as he looked through it, appreciating the rich combination of pictures and text. Hunter proudly explained that he had drawn pictures because he couldn't write many words yet, making everyone laugh.

Eggshell Lawyer initiated the class, commending everyone for their outstanding work in identifying problems. He explained that problems could be seen as friends because they prompted us to find solutions. Eggshell Lawyer used a metaphor, likening problems to a maze where the goal was to uncover the root cause. He emphasized that understanding the root cause of issues was essential for devising effective solutions. Susie asked a question about the potential endless loop of asking "why," and Eggshell Lawyer clarified that they aimed to identify the root cause within the scope of human understanding. He divided problems into those related to individual blind spots and capacity gaps and encouraged seeking help from others to address these issues.

As the video call progressed, Susie couldn't help but admire Hunter's attentiveness and understanding. Eggshell Lawyer then mentioned that Susie, Hunter, and the little golden egg would be attending a child safety class, and Hunter eagerly agreed. The class was scheduled for January 8th, and Hunter was looking forward to it, especially since he hadn't been to a museum in six months.

The call concluded with plans for their next session on January 8th at 4 pm, during which Eggshell Lawyer would remotely set up the computer. Hunter couldn't contain his excitement, longing to return to the museum and reunite with his kindergarten teachers.

Susie couldn't help but find Lawyer Eggshell's words unexpectedly endearing, and even the little golden egg seemed to shake with laughter. Hahahahahaha! It was the first time Susie found the lawyer so charming!

As Susie counted the days, she realized they had only four days left to find the root of the problem. She marveled at how much she had changed in just a few weeks, eagerly anticipating the answer to the question: What was the true root of the problem? The day had been filled with many thoughts and activities, leaving Susie tired yet content, just like Hunter.

The next morning, Susie rose early and started working at the store. She knew her time was limited, and she was determined to make the most of it. Her goal book contained numerous objectives, but this time she focused on Paul's situation, as both she and Hunter longed for his return. Susie tidied up and packed some snacks that had been scattered around the store since the previous night.

While organizing the items, a question suddenly popped into Susie's mind: Was the root cause of Paul's inability to return truly just the pandemic? If it were solely the pandemic, what would happen if the pandemic persisted for years? Would they be stuck in this situation indefinitely? Susie pondered whether the perspective from which they viewed the problem needed to change. Instead of relying solely on stable employment, perhaps exploring alternative income sources was necessary.

Susie jotted down her thoughts on a receipt, numbered it, and planned to paste it into her goal book later. She intended to discuss this idea with Eggshell Lawyer on the 8th.



As Susie continued to think, she felt exceptionally clear-headed that day. Despite being a pregnant mother about to give birth, she felt like a spirited young girl. She considered why Paul felt confined to being a carpenter and whether it stemmed from a lack of self-confidence. Susie believed that a carpenter was essentially a designer who transformed wooden materials into the desired pieces, providing a sense of home to users. Therefore, carpentry could also encompass interior design.

Susie questioned why the finished product had to be produced in a wood processing plant instead of having Paul assemble it himself. She contemplated finding cost-effective assembly methods by sourcing parts. She diligently noted these ideas on a receipt and realized that delving deeper into problems was as simple as repeatedly asking "why."

Susie often took inventory of the store's goods to determine what sold well and what didn't, applying a similar analysis approach to her problem-solving. She recognized that she had learned to connect her current tasks with past lessons, thanks to Eggshell Lawyer's guidance. She also noted how much little Hunter enjoyed asking questions.

In just two days, Susie completed the process of identifying and recording all the root causes of their problems. Her goal book was now filled with densely packed records, leaving her with a strong sense of accomplishment.

