

LEADING IN UNCERTAIN TIMES

The pyramid illustrates 3 levels of workplace resilience: (1) leading self, (2) connecting with others, and (3) taking decisive action.

RESILIENCE IS THE ANTIDOTE TO UNCERTAINTY

Workplace resilience is defined as the ability to keep moving forward at work despite uncertainty.



TAKING DECISIVE ACTION

Effective decision-making in uncertain environments requires an awareness of cognitive biases, the application of structured decision-making tools, and finding the right balance between data and intuition.



CONNECTING W/ OTHERS

Uncertain times require adaptive leaders to create psychologically safe spaces and deepen trust on their teams.



LEADING SELF

Leaders who manage their cognitive, emotional, and physiological responses to uncertainty, navigate it with confidence.



TOOLS FOR DECISION-MAKING IN UNCERTAINTY

Problem-solving: Groups and teams use their collective wisdom to make better decisions.

Authorities: Teams identify key decisions and determine communication pathways.

Priorities: Teams make a list of key projects and programs, then prioritize them by urgency and importance.

Scenario Planning: Decision-makers identify uncertainties, develop future scenarios, and craft strategic responses.

Red Team - Blue Team: The red team launches a simulated attack, while the blue team tries to detect and stop them.

Polarities: Groups and teams learn how to shift from either/or to both/and thinking.