



Navigating Change, Uncertainty & Unpredictability

This is a program to help you understand what it takes to lead an organization through change; in particular unforeseen, turbulent times. Some global surveys have identified 'Dealing with Uncertainty' as the highest demand learning topic for 2021.

Uncertainty and unpredictability has defined recent times. People's responses have ranged from those who found agency and hope, some of whom were able to fast-track innovations, to those who suffered uncertainty paralysis.

Navigating sudden change is a hefty responsibility as leader. We all know how employees have suffered an emotional toll in recent times. The pressure comes from within and from without.

Attend this program if you'd like strategies, tools and techniques to manage ongoing change, uncertainty and unpredictability in 2021.

How do I know I should attend this workshop?

1. Are you suffering from insomnia, lying awake at night worrying about the correct course of action to take at work?
2. Are you concerned about anxiety levels amongst people at work?
3. Do you wish you had leadership techniques up your sleeve for times like these?
4. Do you worry that your communication tone hasn't been the best?
5. Would you like a future-planning framework for turbulent times?

If you answer yes to most of these five questions, then this workshop is for you.

What will I do?

You will:

- Study research findings from 2020 to understand employee sentiment during the pandemic
- Analyze which quadrant of the Blakey & Day Support and Challenge Matrix you have spent most of your time in recently
- Watch video clips to get different perspectives on leading through uncertain times
- Dive into Johansen's Ten New Leadership Skills for an Uncertain World, based on a new VUCA model
- Focus on the behaviors of Generative Leadership

What are the outcomes?

By the end of this workshop you will:

- Understand the emotions that accompany uncertainty
- Flex your leadership style to get the best from your team during VUCA times



- Formulate the key questions that need to be asked in an ambiguous situation
- Navigate your way to decision-making via collaborative learning
- Determine 'pathways and will-ways' to optimize goal achievement

How do I prepare?

Reflect on the complex or ambiguous situations you face. Bring specific examples of strategies you use to lead your team when there is more than one right answer or when the answer cannot be known.

Who is iOpener?

We develop people and organizational performance through the power of happiness at work.