

HANDLING ESCALATING UNCERTAINTY

How can we best lead through uncertain times, and see the opportunities as well as the threats? Human beings crave certainty in their lives but it is rarely possible, and it is at the times of greatest change that breakthrough innovations happen.

What can help us maintain our equilibrium and give people confidence in our leadership?

In our coaching conversations we notice that leaders who handle uncertainty well

- have a sense of purpose in their work and know what refreshes that purpose
- talk with trusted others to help ensure their perspective is grounded in facts
- are deliberate in thinking through risks and potential mitigations
- concentrate on the things they can do to make a difference, and accept that external events are outside their control
- keep engaged in life outside work, however intense the pressure is in work
- recognise when their resilience is stretched and take preemptive action
- are mindful of the effect of their approach and emotions on those around them

Over the next few weeks might it be helpful to ask yourself:

- do I need to engage anew with my teams and colleagues about the way we handle escalating uncertainties, recognising this is about emotions as well as analysis?
- am I reinforcing our sense of purpose, whilst being honest about current realities?
- can I give everyone a sense that they are part of the solution to our challenges?
- can I ensure that people who see opportunities get the space to bring them to the table?
- could we support each other more as colleagues, to reduce the impact on our families?

When the pace is on it is even more important to take time to reflect and bring grounded optimism that we will get through this however long it takes.