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STEERING THROUGH VUCA (VOLATILE, UNCERTAIN, COMPLEX & AMBIGUOUS) TIMES

Vision & Values

- What is the future that we want to move towards?
- What are the values that will guide me/us on the way?
- How do I want to show up?
- When we get to the other side of this, what do I want to look back on? What would I want others to say about how I have responded?
- How can I bring those values to life in my behaviour in the coming days and weeks?

Understanding

- What do I know?
- What questions do I need to ask?
- Who do I need to listen to?
- Who can I connect with to try to develop a shared understanding?
- Where / from whom can I find out more?
- What do I need to accept as unknown at present?

Clarity

- How can I/we summarise the situation/challenge etc?
- What factors might be present, or might we need to have regard to?
- How can I/we try to simplify the picture/challenge?
- What key things can we focus on?
- What structures or frameworks can we apply to try to make sense of things?
- What rules can I/we develop to inform my/our decision-making and actions?

Agility

- How can I/we adapt to this situation?
- What options do we have?
- What will be Plan A? Plan B? Plan C?
- What can we learn from what's happened so far?
- How can we adapt based on our experience?

References

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Johansen, B. (2007). *Getting There Early*. Berrett-Koehler, San Francisco.