Core Competency Addressed in this Class:

Change Leadership
Adapt to changes and setbacks and adjust to new situations

Objective:

Whether we like it or not, stability and certainty are a thing of the past. All sectors—public, private and non-profit—have undergone radical and transformational change in recent years due to the global economy, enabling technologies, dramatic shifts in the political winds, and changing attitudes and beliefs of the public.

How does a manager effectively manage in an era of uncertainly and constant change? What tools should managers use to manage in an era of permanent whitewater—when they barely have a chance to catch their breath before being hit by the next wave.

This seminar helps you understand the origins and causes of the uncertainty we face today and introduces an array of tools to help you respond effectively and confidently. Using insights from chaos and the strategies of “systems thinking,” this session presents an integrated model for successfully “reading the river” and surviving the rapids.

Desired Learning Outcomes:

By the end of this class you will be able to:

1. Describe the fallacy of certainty and stability during chaotic times.
2. Apply the rules for natural, “chaotic,” and complex adaptive systems to your own organization and to your role as a manager.
3. Identify “high leverage” strategies that have the greatest positive effect on your abilities to guide your agency in an age of permanent whitewater.
4. Apply a ‘systems thinking” perspective for understanding the deeper “currents” that cause the turbulence at the water’s surface.
5. Identify and discuss how change affects people, how it leads to disruption and stress, and how to lead people toward a healthy response to change.
6. Discuss the importance of personal resilience to enabling you to lead and others to successfully follow during times of uncertainty.

Your learning outcomes: __________________________________________

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