

LEADING THROUGH UNCERTAINTY

Seven drivers that
help create more
certainty

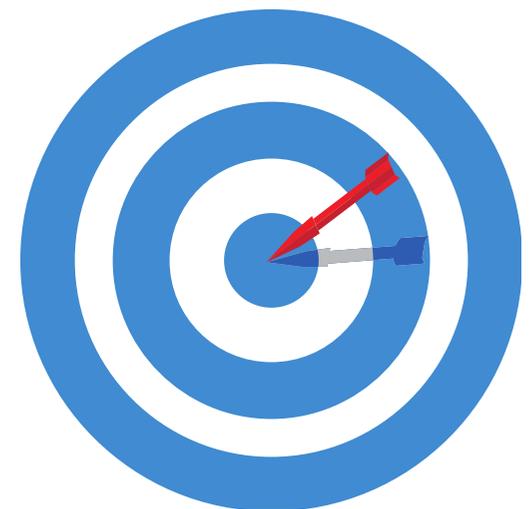


1



Act Decisively

Resist 'holding patterns' or waiting for clarity. Take bold action aligned to your purpose and mission



2



Over-Communicate

Never stop talking about your vision for a better future. Be inclusive, rally your people and trust them to help you create it

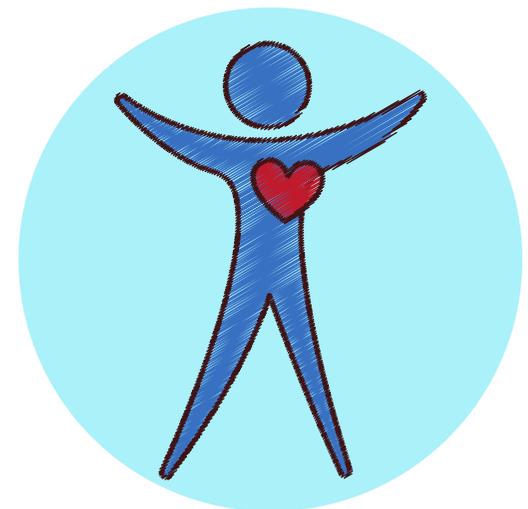


3



Build Resilience

Help your people adapt and respond to challenges - care for staff is your top priority



4



Create, Innovate

Bring people together to better leverage diversity and create experiences that your customers will value



5



Live Values

When faced with difficulties, act in accordance with your values. Align to them when determining actions to take



6



Cultivate Fluidity

Stay flexible and agile. Create a rhythm of feedback and problem solving. Keep striving for a better future



7



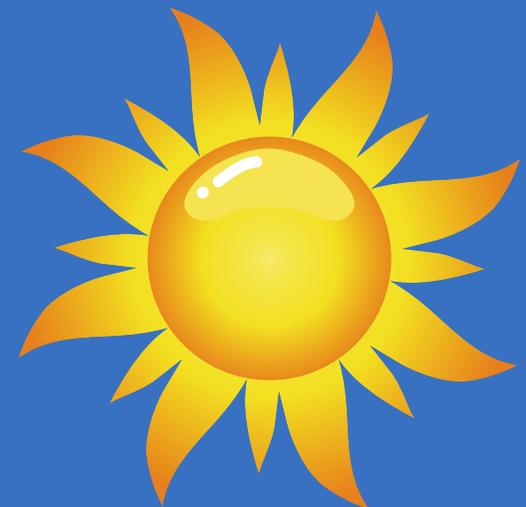
Adjust Horizons

Break work into smaller tasks
and adjust timelines - maintain
a sense of achievement -
ensure goals are
attainable





Focusing on these seven areas will help create greater levels of certainty, closer alignment to purpose and a heightened sense of achievement during challenging times



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