

# CHAOS!



**OVER HALF**  
of Britons feel that  
society will be worse off  
in the next 20 years.  
(YouGov and the V&A, 2018)

## PERCEPTION

Leave your echo chamber and challenge your unconscious bias by seeking viewpoints from a wide variety of sources.  
Separate the objective fact from the subjective interpretation e.g. change is happening (fact) vs. change is disorientating (interpretation).

## VOLITION

Your volition encompasses your desire and your direction, and acts as your internal compass – your core values, your purpose, and your resilience.  
A shared organisational volition allows you to make robust decisions in times of complete chaos on an individual level, as a leader, and as a wider business – the best way to handle outer change is to have an unchanging core.

“What’s the point of you, and what’s your point of view?”

**ONLY 22%**  
of employees would strongly agree that the leadership of their organisation has a clear direction.  
(Gallup, 2017)

**41% OF COMPANIES**  
plan to automate part of their business operations in the next two years.  
(Manpower Group, 2019)



## REFLECTION

Instead of immediately looking to escape the discomfort of disruption, allow yourself to embrace the chaos and use it to develop creative solutions.

“*Negative Capability; that is when man is capable of being in uncertainties, mysteries, doubts, without any irritable reaching after fact and reason.*”

– John Keats

Disruptive change can cause disengagement amongst employees to rise by  
**61%**  
(Aon Hewitt, 2018)

## PERCEPTION

## VOLITION

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## IMAGINATION

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Using the improvisational technique “Yes, and...” discuss the problem with others and accept their suggestions without challenging them, no matter how unusual – build on these suggestions rather than discarding them.

Allowing creativity generates new options as well as wholehearted involvement and vitality from your team, which is essential to survive the turbulence.