

DAY 1

VUCA : Leadership in the Modern World

- Defining VUCA in the modern world: the “*New Norm*”
- Understanding leadership
- Traditional leadership styles vs. VUCA leadership
- Emotional intelligence and the self-aware VUCA leader
- Leading through change: Key principles needed for VUCA
- Managing expectations: Gen Y and Gen Z

DAY 2

VUCA : From Volatility to Vision

- Defining ‘*Volatility*’ in the VUCA framework
- Impact of volatility in the team and organisation
- Providing effective leadership in time of volatility
- Building rapport and developing trust
- Turning volatility to vision
- Leading people to the powerful vision

DAY 3

VUCA : From Uncertainty to Understanding

- Factors effecting uncertainty
- Understand your team and organisation dynamics
- Key communication principles to gain understanding
- Coaching and mentoring to combat and control uncertainty
- Leading understanding in the workplace

DAY 4

VUCA : From Complexity to Clarity

- Why so complex?
- Check and clarify: The keys to gain clarity
- Using RACI to define roles and responsibilities

- Creative thinking to gain clarity
- Problem solving and decision-making methods to aid clarity
- Communicating clarity to your people

DAY 5

VUCA : From Ambiguity to Agility

- Defining ambiguity vs. agility in VUCA
- Using AGILE & Kaizen to lead and manage
- Developing an agile team: Empowerment
- Building organisation agility: The agile leader
- Summary
- Next steps