

"THIS IS YOUR CAPTAIN SPEAKING..."

LEADING THROUGH TURBULENCE WITH COMPASSION AND CONFIDENCE

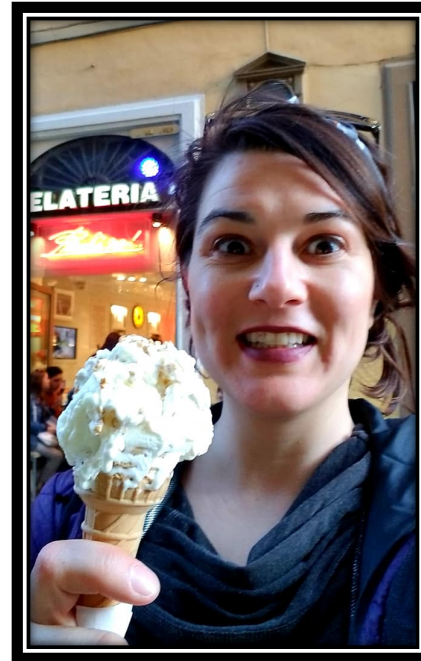


INTRODUCTIONS



Angela Dugan

- Extrovert
- Halloween Lover
- Coach
- Leader
- Manager of Humans



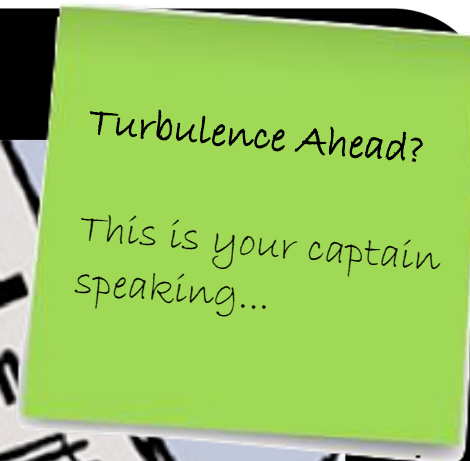
Sara Caldwell

- Introvert
- Animal Lover
- Coach
- Leader
- Culture Builder



"THIS IS YOUR
CAPTAIN
SPEAKING..."

LEADING THROUGH TURBULENCE
WITH COMPASSION AND
CONFIDENCE



Volatile

Ambiguous



VUCA

Uncertain

Complicated



Volatile **U**ncertain **C**omplicated **A**mbiguous

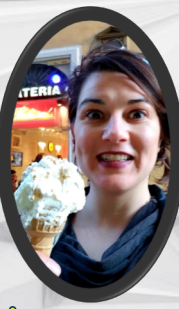
Vision

Understanding

Clarity

Agility





 POLARIS
SOLUTIONS

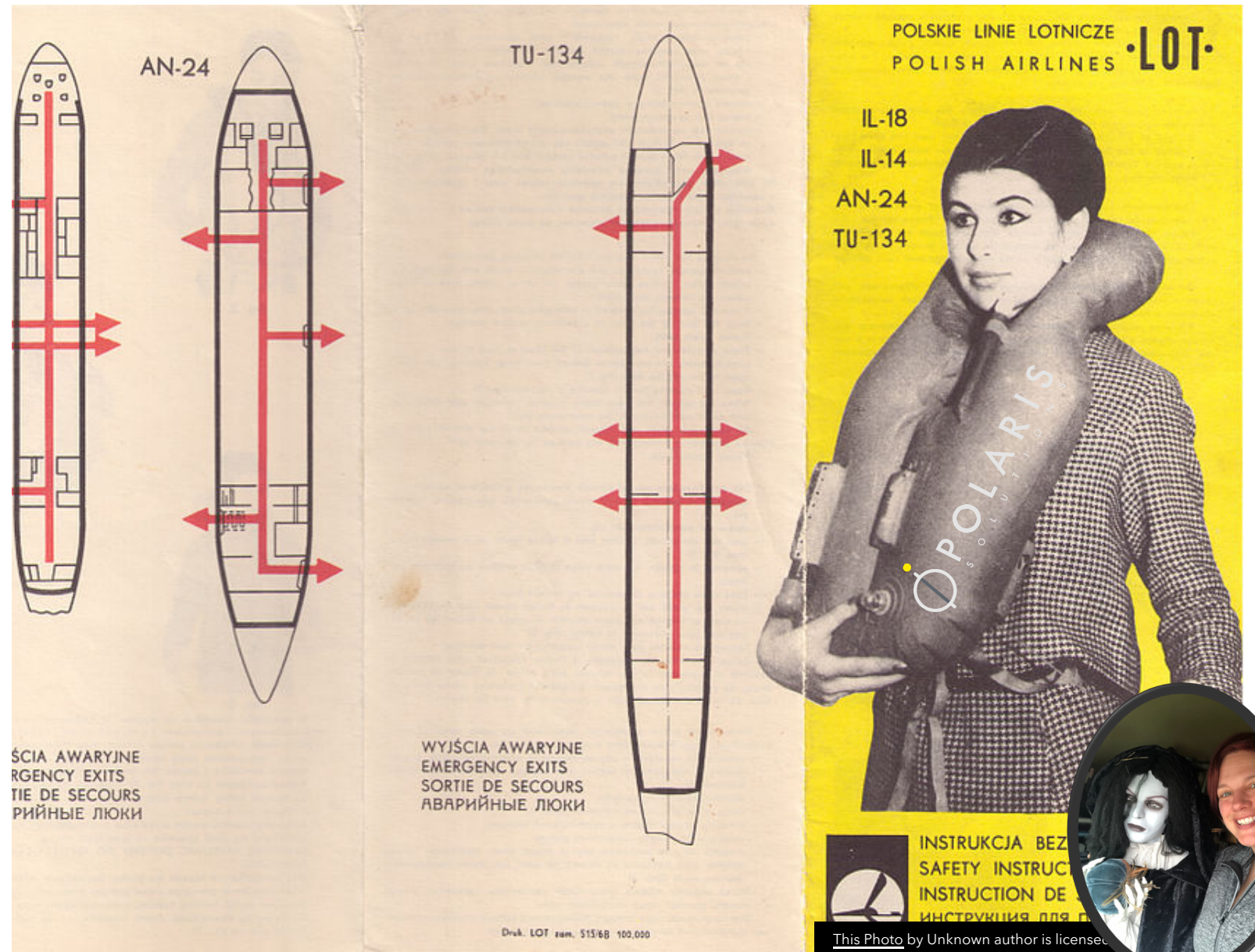
*“In the midst of chaos,
leaders should stop looking
for control and start looking
for answers.”*

~ Kiyoshi Kurokawa

*"When leading through
uncertain times...*

*you're not always going to
have a safety card in your
seat back pocket"*

- Angela Dugan™



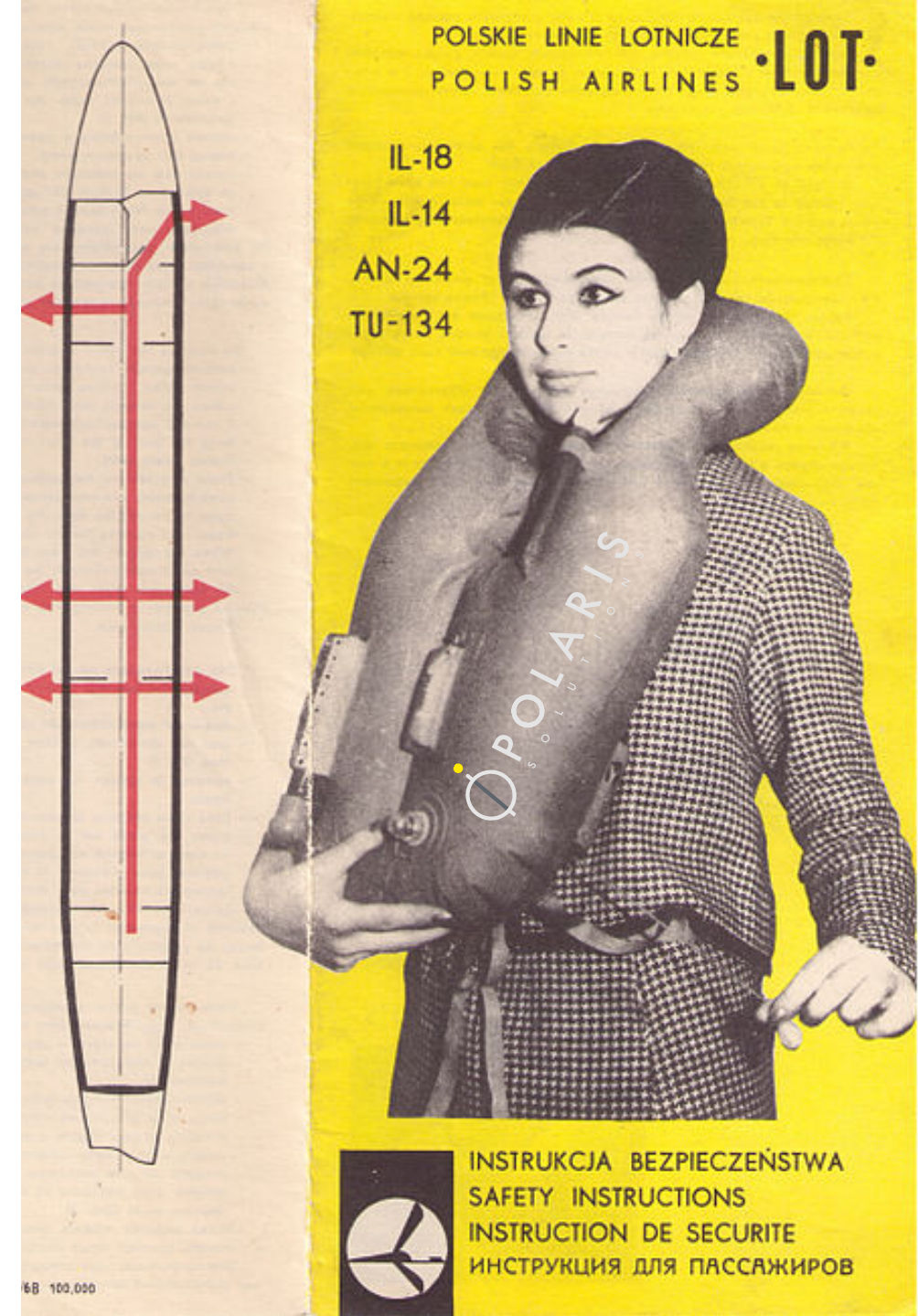
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"Try to share information about the whole iceberg, not only the tip of the iceberg."

-Kenichi Shimomura

"Leaders must either invest a reasonable amount of time attending to fears and feelings, or squander an unreasonable amount of time trying to manage ineffective and unproductive behavior."

— Brené Brown



TAILOR THE MESSAGE

- Make it personal
- Clear and easy to understand

⊗ Less clear	✓ More clear
“Practice social distancing.”	“Stay at home. Get groceries once per week.”
<ul style="list-style-type: none">✗ New term✗ Unclear✗ Not specific✗ Conceptual	<ul style="list-style-type: none">✓ Use known words✓ Be clear✓ Be specific✓ Be concrete



TAILOR THE MESSAGE

- Embrace heuristics not solutions

**Seek high ground,
Keep moving,
Stay in touch**



TAILOR THE MESSAGE

- Make it personal
- Clear and easy to understand
- Embrace heuristics not solutions
- 7 times, 7 different ways

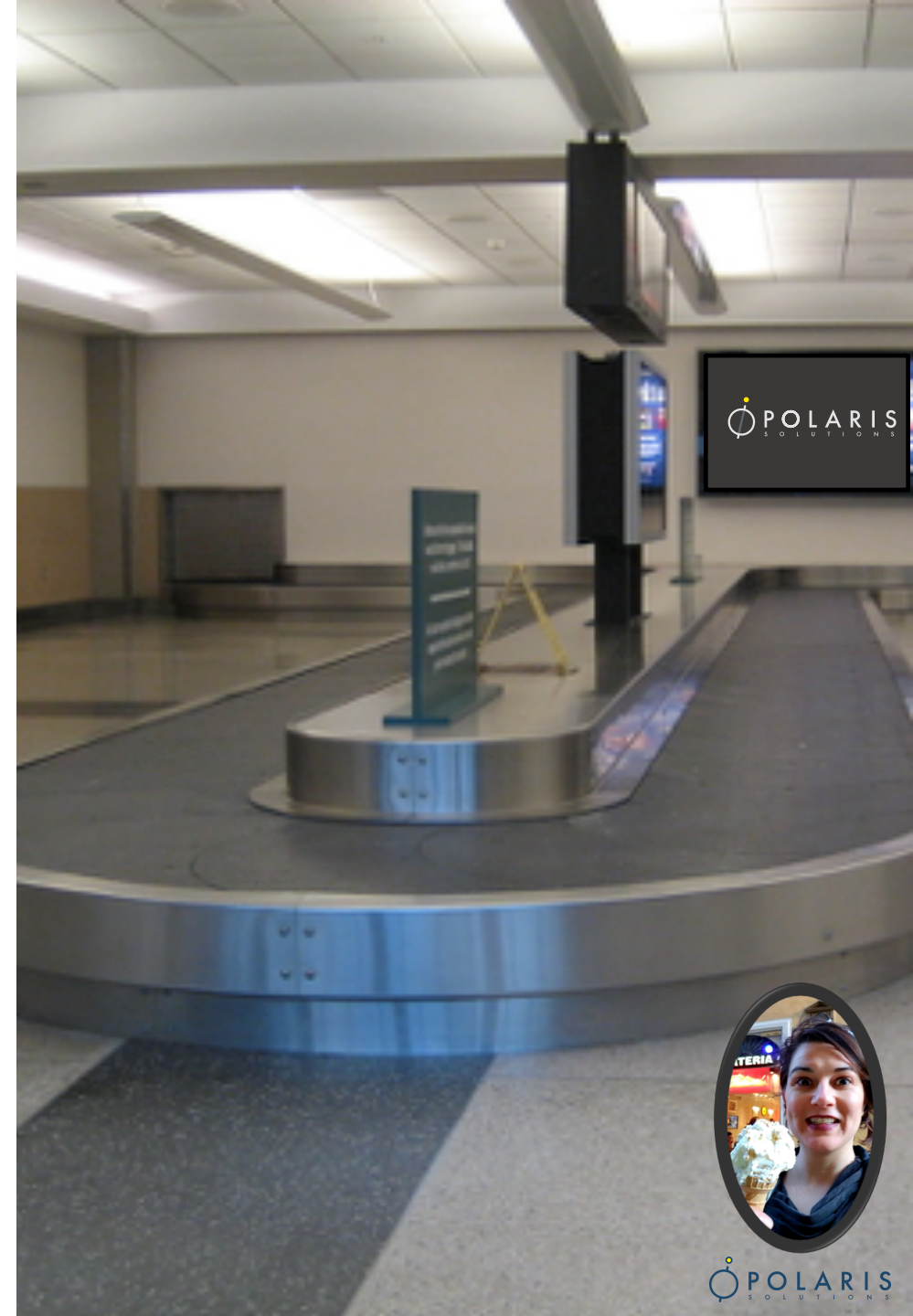


TAKEAWAYS

1. Create safe spaces for direct and open dialog
2. Channel your inner captain
3. Be generous with information
4. Show up for people, and show them the way
5. Work to control the future and not predict it

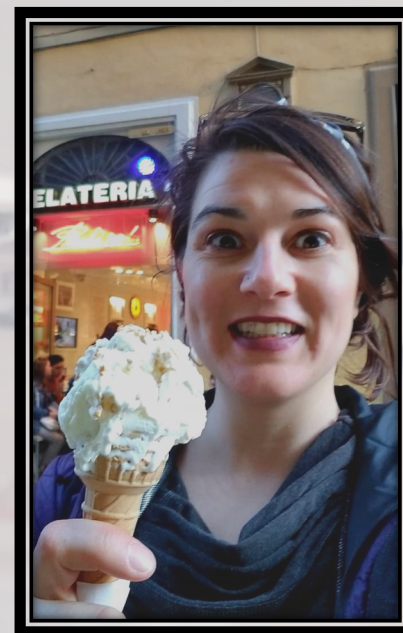
"Required" Reading:

- a) Dare to Lead, Brene Brown
- b) Radical Candor, Kim Scott
- c) Multipliers: How the Best Leaders Make Everyone Smarter, Liz Wiseman
- d) Unthinkable, Amanda Ripley





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We'd love to hear from you! Email us at info@polaris.llc