Leading through uncertainty
Emotional resilience and human connection in a performance-driven world

Jude Jennison’s
LEADING THROUGH UNCERTAINTY
Context of uncertainty

Emotional response to uncertainty

Being human in a technological world
Context of uncertainty

- Rapid pace of change
- Political situations worldwide
- Artificial intelligence
- Terrorism
- Embrace differences
- We are not machines!
- Time poor
- Collaboration and competition
- Mental health
- Emotionally disconnected
- Global economy
- Bombarded with information
- Technologically connected
- Wellbeing
- Future of work
Uncertainty creates an emotional response

Stress and overwhelm
“If I can get to the end of the week, it will be ok”

Fear and polarisation
“I see things differently and my needs may not be met”

Pain and trauma
“Past experiences shape how we view things and how we show up”
“Resistance is feedback that someone’s needs are not being met.”
What’s your default?
We sometimes forget to be human

Create the framework  Build trust
Co-sense and co-shape the future  Stay with the discomfort of uncertainty
Listening and dialogue  Be human
Connection and support  Lead from the heart and soul
Create the framework

“A framework provides familiarity and certainty for people to cling to and offers some comfort in the midst of uncertainty.”

• Find a balance between certainty and uncertainty
• Provide clarity and direction
• Focus on what you can influence and be flexible and curious about the rest
Stay with the discomfort of uncertainty

“When there is a lack of clarity, there is discomfort, a sense of not knowing.”

• Notice where you distract and disengage

• Use dialogue to understand polarised views

• Resistance is a desire for safety
Build trust

“You can build trust in an instant. You can break it in an instant too. Trust is a leadership choice.”

- Choose trust as a starting point for relationships
- Drop the masks – being vulnerable increases trust
- Notice how fear creates mistrust
Listening and dialogue

“True dialogue is when we have the maturity to have our own view altered by the perspective of others”

- Listen beyond the words to what is really being said
- Seek to understand others
- Creates a deeper connection
Employee wellbeing is a leadership issue
People create deeper connections.
Being human
Leadership, Teamwork, Communication
“Every situation is what it is, sometimes lovely, sometimes difficult. Every situation is workable.”

*Margaret Wheatley, Perseverance*
“I have learned to lead from my spirit, and I can’t tell you how powerful that is.”
CEO, Global Manufacturing company

www.judejennison.com
Tel: 07584 248822
@judejennison
Linked in: Jude Jennison