

Director

- Keep abreast of changes in direction within organization
- Shift priorities and adapt work of sector to reflect changes in organizational priorities
- Deal with a wide range of individuals and situations

Director General

- Respond to shifting organizational priorities with changes in directorate orientation
- Deal adroitly with volatile, changing interactions with subordinates, peers, superiors & stakeholders
- Adapt orientation as needed to be effective in a wide variety of situations
- Respond quickly to emerging opportunities or risks
- Demonstrate a high tolerance for change and ambiguity

Public Service Courses

- *Leading Transitions* (CCMD)
- *Interpersonal Communication Skills* (P607 - Training & Development Canada)
- *Managing Stress Effectively* (T013 - Training & Development Canada)

Websites

- Test your *Personal Flexibility Skills* with The Learning Resource Network's online assessment form. (learnnet.gc.ca)

On-the-Job Actions to Develop Your Behavioural Flexibility

- Create a *Learning Action Circle* in your department. Once a month members agree on a topic. Each member undertakes some form of learning on that topic. At the next meeting, each member discusses what he or she has learned.
- Do you feel best when you know everything that's going on around you and are in control? Most do. Few are motivated by uncertainty and chaos, but many are challenged by it. Become more comfortable being a pioneer. Explore new ground. Learn new things.
- Change is letting go of one trapeze in the air to catch the next one. For a small amount of time you have to hold nothing but thin air. Change is letting go. Stay informed of business changes and ask what it means for your work. Visualize a different and better outcome. Talk about it. Invite ideas. Experiment. Under uncertainty, it really helps to get as firm a handle as possible on the problem. Figure out what causes it. Keep asking why. See how many organizing buckets in which you can put them. This increases the chance of a better solution because you can see more connections.

