



Developing Leadership Competencies

13. BEHAVIOURAL FLEXIBILITY-continued

- Do you feel best when you know everything that's going on around you and are you in control? Most people 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 nothing to hold but thin air. Change is letting go. Stay informed of business changes and ask what they mean 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 you can put them in. This increases the chance of a better solution because you can see more connections.

Public Service Courses

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

Books

- ***The Situational Leader***, Paul Hersey (Warner Books, 1984)
- ***Thriving on Chaos: Handbook for a Management Revolution***, Tom Peters (Knopf, 1987)
- ***Adversity Quotient***, Paul Gordon Stoltz and David Pulatje (John Wiley and Sons, 1997)
- ***The Future of Leadership: Riding the Corporate Rapids into the 21st Century***, Randall P. White, Philip Hodgson and Stuart Crainer (Pitman Publishers, 1996)