



# The Power of C

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Change – Chaos – Control

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*The ONLY constant is change*

“If you don’t like change, you’re going to like irrelevance even less.”

GEN Eric Shinseki





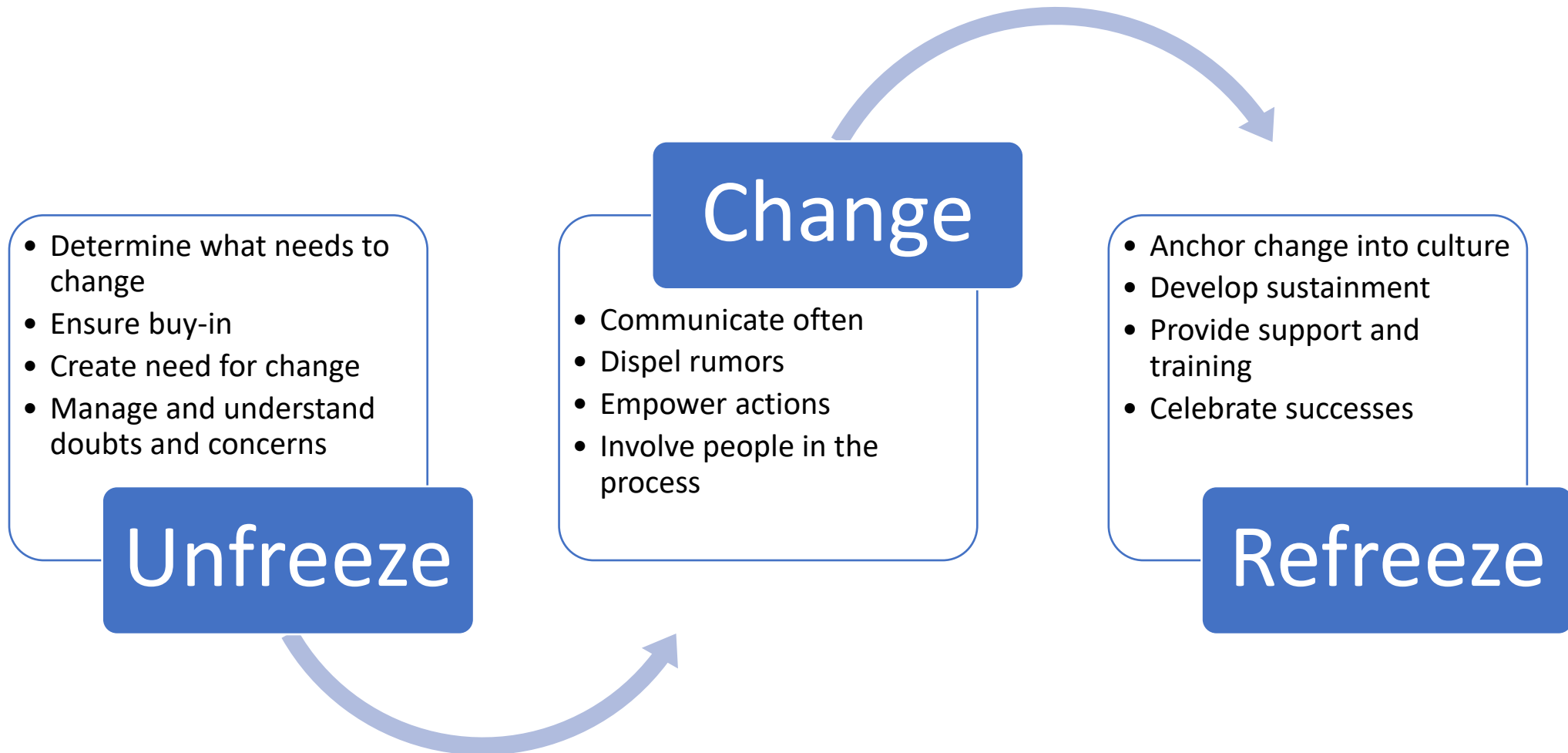


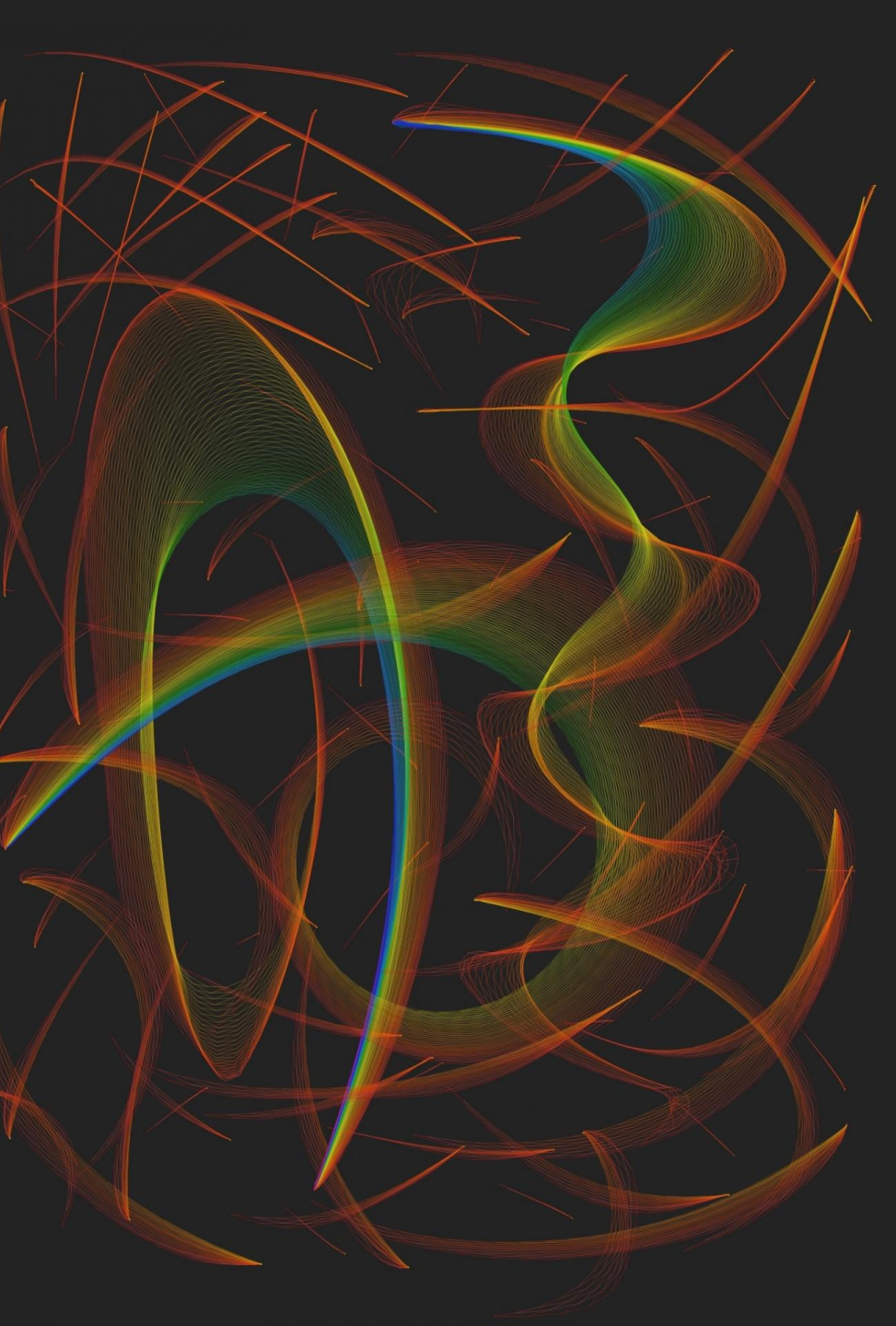
# CHANGE

A bend in the road isn't the end of the road...unless you fail to make the turn

**In an ever-changing world, it pays to change your mind!**

# Lewin's Change Theory





# Chaos Theory

- Complex systems have underlying order
  - Systems appear chaotic and without order
  - Managers must know how to control what can be controlled when disorder or disequilibrium exists
- Simple systems produce complex behavior

Ever  
Present  
Threat







Don't  
underestimate  
the power of  
resilience



# Leading Through Chaos or Crisis

- Figure out the champions and saboteurs
- Purpose
- Communicate
- Positivity
- Sensemaking
- Mission Command Principles





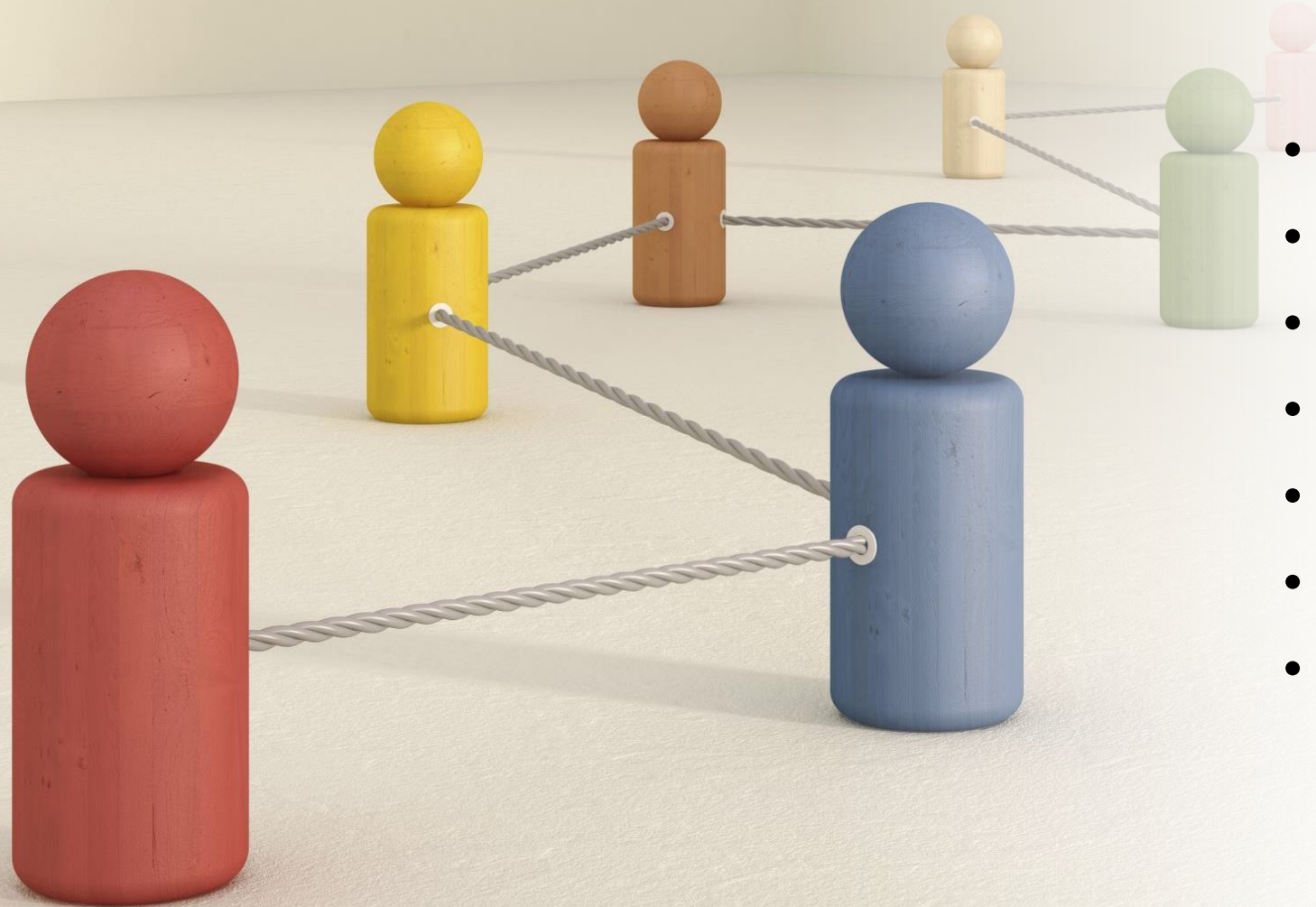
# Sensemaking

- Pulling together disparate views
- Create plausible understanding of complexity
- Essential for innovation
- Crucial for development of teams





# Mission Command

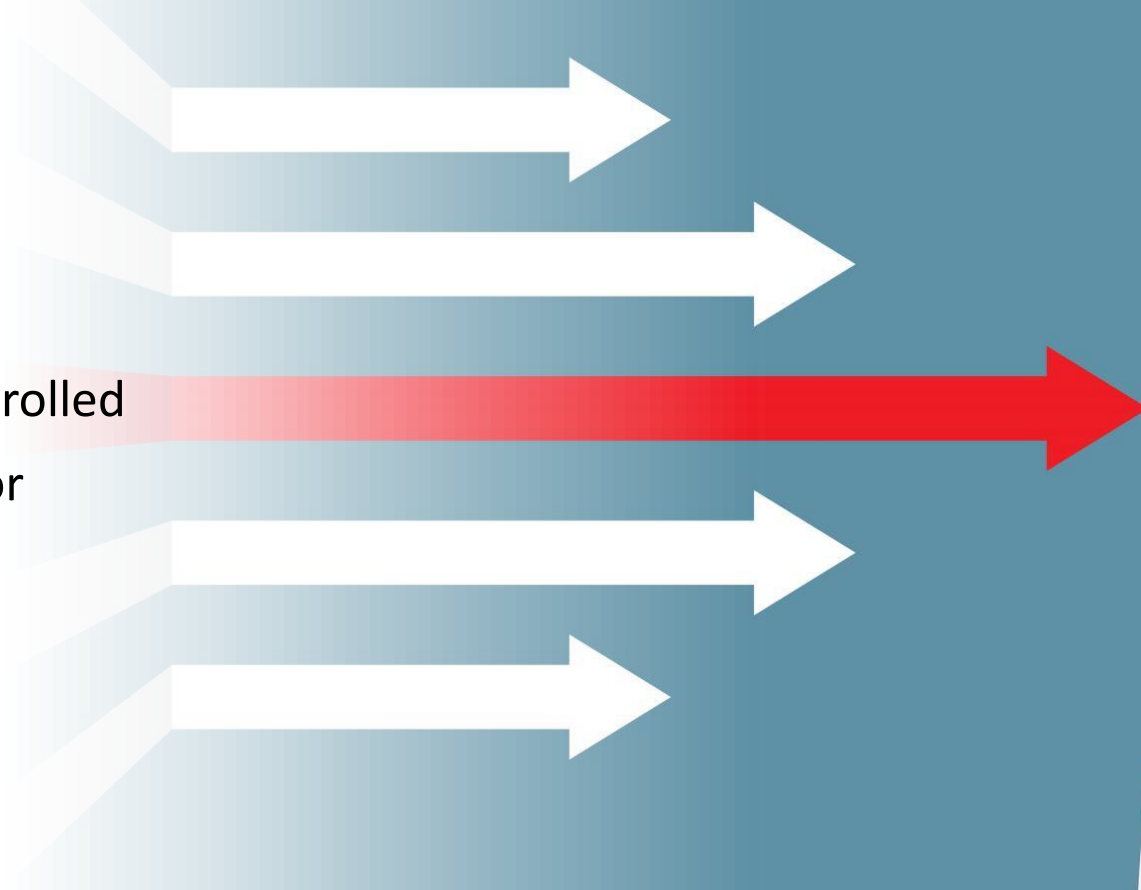


- Competence
- Mutual Trust
- Shared Understanding
- Communication of Intent
- Clear Direction
- Disciplined Initiative
- Acceptance of Risk

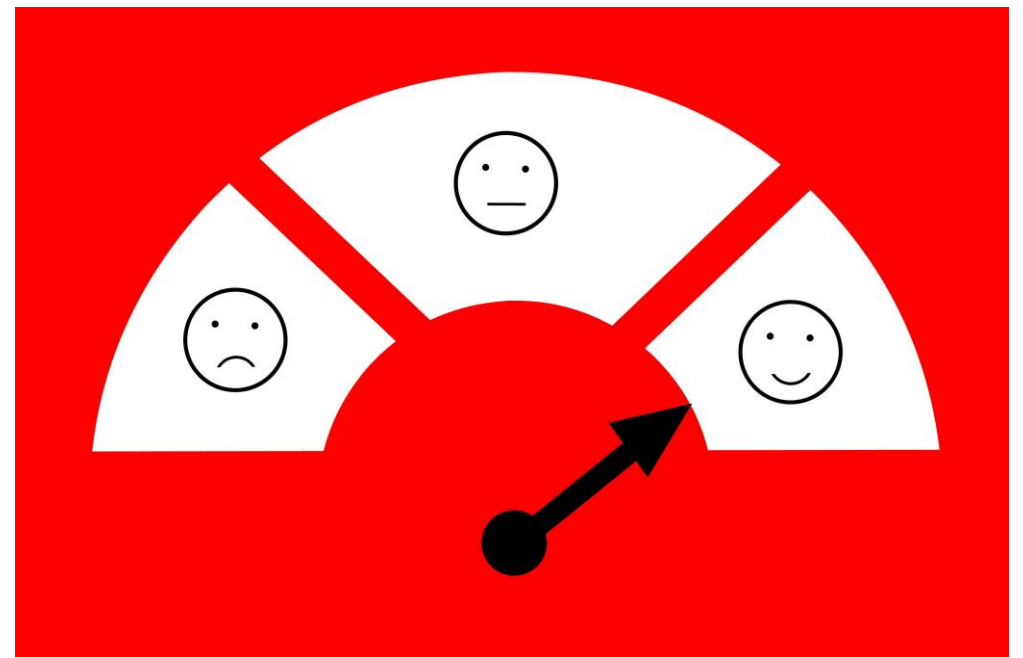


# Control in the Time of Crisis

- Preparation is key
- Develop a plan
- Control what can be controlled
- Influence system behavior
- Communicate



Control =  
Satisfaction



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