

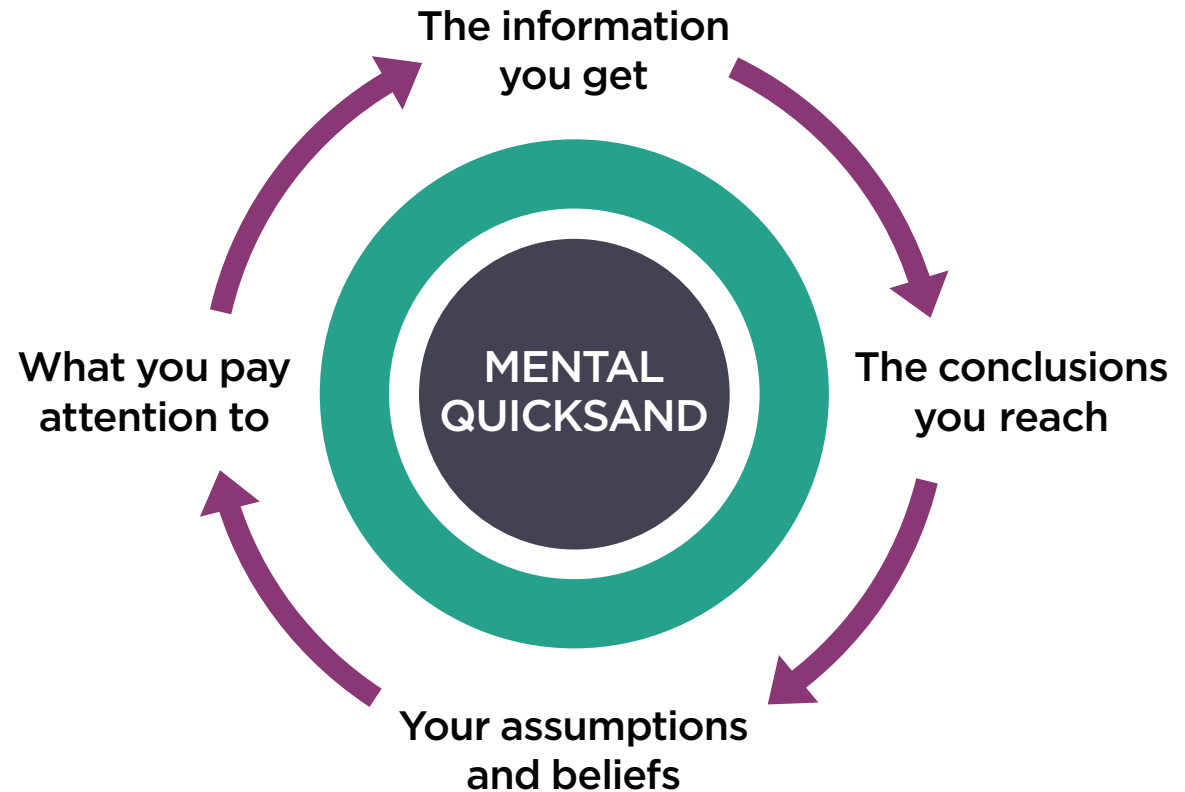


# Embracing **Uncertainty**

Four keys to unlocking hidden opportunities

# How We Get Stuck

In an ever-changing and uncertain world, we must learn to notice more than what we expect to see.



# What the World Needs Now...

*Attention agility is the capacity to shift one's focus and perspective quickly and easily in response to the dynamic demands of complex and uncertain conditions.*

- Allocate attentional resources to various aspects of a problem or scenario
- Recognize and prioritize key insights
- Adapt your thinking strategies on the fly
- Generate holistic, multifaceted solutions
- Notice evolving circumstances
- Consider a broad range of perspectives and possibilities



# Embracing Uncertainty: Setting Expectations

| Embracing Uncertainty is <b>not</b> about... | Embracing Uncertainty is about...                     |
|----------------------------------------------|-------------------------------------------------------|
| Knowing what to do                           | Learning how to think                                 |
| Optimizing, efficiency, or reengineering     | Discovery, reflection, and confronting the status quo |
| Reducing noise and ambiguity                 | Getting comfortable with noise and ambiguity          |
| Deepening your expertise                     | Reawakening your beginner's mind                      |
| Where to focus                               | Attention agility                                     |

# Learning Outcomes and Benefits

Participants will develop their ability to...



- Describe how assumptions and beliefs keep us stuck
- Describe their thinking-to-action preferences and how it impacts what gets their attention.
- Consider outside perspectives and ensure stakeholder voices are valued and influential.
- Ask better questions so they can remain open to new and unexpected information when solving problems and making decisions.
- Productively challenge the status quo.

# Agenda In-Person

Think of a current challenge:

- Complex and uncertain
- Decision to be made
- You have influence
- Impacts others



| Full Day In-Person                                                      |
|-------------------------------------------------------------------------|
| Introduction to Embracing Uncertainty                                   |
| Mental quicksand                                                        |
| Introduction to Perfect Fit and conduct Discovery Round                 |
| Lunch and review profiles                                               |
| The SCAN framework, Unstuck Mind's profile, and Discovery Round results |
| Perfect Fit: Response Round                                             |
| Coaching Pairs: Using SCAN to get unstuck: Asking Better Questions      |
| Building change resilience and avoiding change traps                    |
| Reflections, action plans, and workshop close                           |

# Agenda Virtual

Think of a current challenge:

- Complex and uncertain
- Decision to be made
- You have influence
- Impacts others



| 4-Hour Virtual (one session or split into two 2-hour sessions)          |
|-------------------------------------------------------------------------|
| Introduction to Embracing Uncertainty                                   |
| Mental quicksand                                                        |
| Introduction to Perfect Fit and conduct Discovery Round                 |
| <b>Break</b>                                                            |
| The SCAN framework, Unstuck Mind's profile, and Discovery Round results |
| Perfect Fit: Response Round                                             |
| <b>Break</b>                                                            |
| Coaching Pairs: Using SCAN to get unstuck: Asking Better Questions      |
| Building change resilience and avoiding change traps                    |
| Overview of SCAN Profile+ platform and next steps                       |

# The Simulation Case

Your most important client is giving their business to your competitor

Participants learn through an immersive simulation where they work in small teams with a dual mission to win back their biggest client while discovering insights and options for the future.



Kyle

We've decided to go in a different direction

I'd love to chat in person

I can give you 30 minutes next week.



Mateo

## Embracing Uncertainty



# The SCAN Framework

How things get done  
around here



What's going on  
out there

Our unquestioned  
beliefs



What matters to  
people who matter

## Embracing Uncertainty

# The SCAN Framework



## Embracing Uncertainty

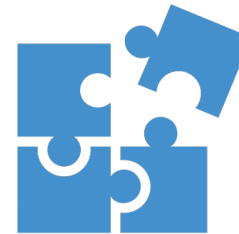
# SCAN Benefits

Paying attention to **structures** helps you...



Avoid solving the wrong problem

Paying attention to **context** helps you...



Reduce the risk of missing something important

Paying attention to **assumptions** helps you...



Generate new insights and options

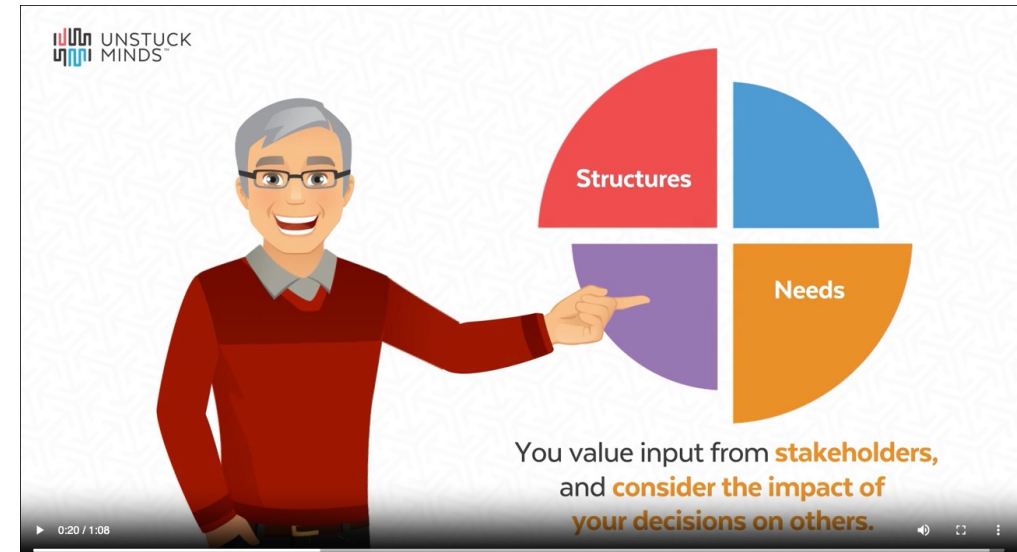
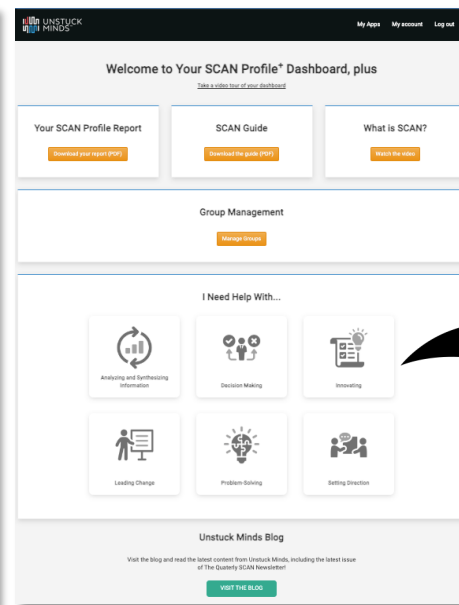
Paying attention to **needs** helps you...



Discover previously excluded perspectives

# Reinforcement Tools

- Participant Journal
- Subscription to Profile+ Platform
- Create Team SCAN profiles
- Subscription to the Quarterly SCAN Newsletter
- Copy of *The Surprising Power of Not Knowing What to Do*



## I Need Help With...

- Analyzing & Synthesizing Information
- Decision Making
- Problem Solving
- Setting Direction
- Innovating
- Leading Change

# What Participants Say About Embracing Uncertainty

Embracing Uncertainty sessions were insightful, engaging, and provided a framework to navigate uncertainty that I am confident will be a benefit for our team. A very well thought out scenario and simulation is provided to the teams to work through together to practice the framework. Feedback we received included the insight that the simulation was one of the most thorough and well-developed of any they have ever experienced.

Marcy Powell  
Medical Products Division | Change and Project  
Management Organization  
W.L. Gore & Associates

The Embracing Uncertainty workshop was well-balanced between theory and practice, addressing a theme that is very relevant and essential in a leader's day-to-day responsibilities. The workshop effectively blended theoretical concepts with practical applications. Jay Cone brought dynamism to the session, making it engaging and interactive. His openness to exchanges and discussions enhanced the overall learning experience, creating a collaborative and enriching environment.

Program Participant  
Privately owned \$3B beauty & personal care company

I used SCAN to figure out a major issue . I was able to ask the right questions, and to think outside of the box to come to a solution.

Program Participant  
Senior Clinical Development Leader  
Top 5 Global Pharmaceutical Company

Unstuck Minds is a network of expert practitioners who believe that organizations thrive when they unlock the potential of people

We focus on developing habits of mind and strategies of inclusion that prepare leaders and teams to thrive under conditions of complexity and uncertainty

Our mission is to help people think better and connect better so the world becomes more creative and compassionate.



# Connect

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