



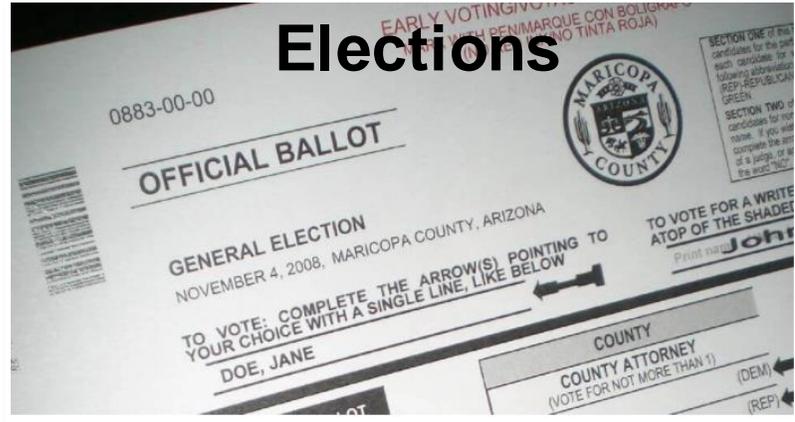
Worldwide War



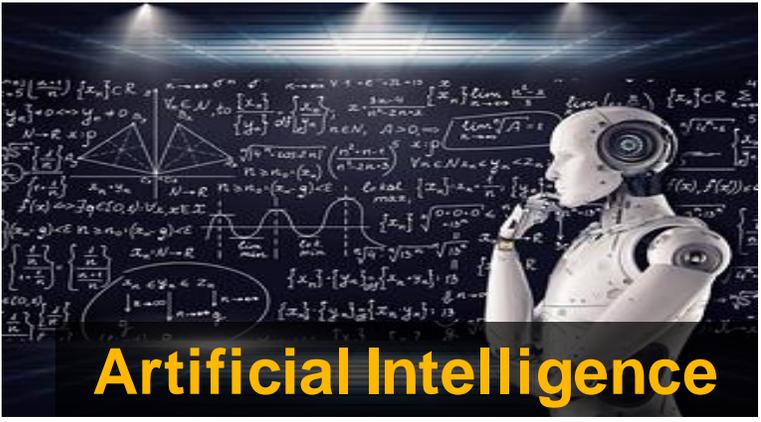
Striking Workers



Climate Change



Elections



Artificial Intelligence



Taylor Swift



Banking Crisis



Immigration

A Brief History of VUCA



Meet
**Lori
Kleiman**

SPHR, SHRM-SCP



What is

V

Volatile

- Unexpected situations
- Information available
- Major changes

U

Uncertain

- Lack of understanding
- Information available
- Prediction difficult

C

Complex

- Interrelated parts
- Prediction possible
- Impact enormous

A

Ambiguous

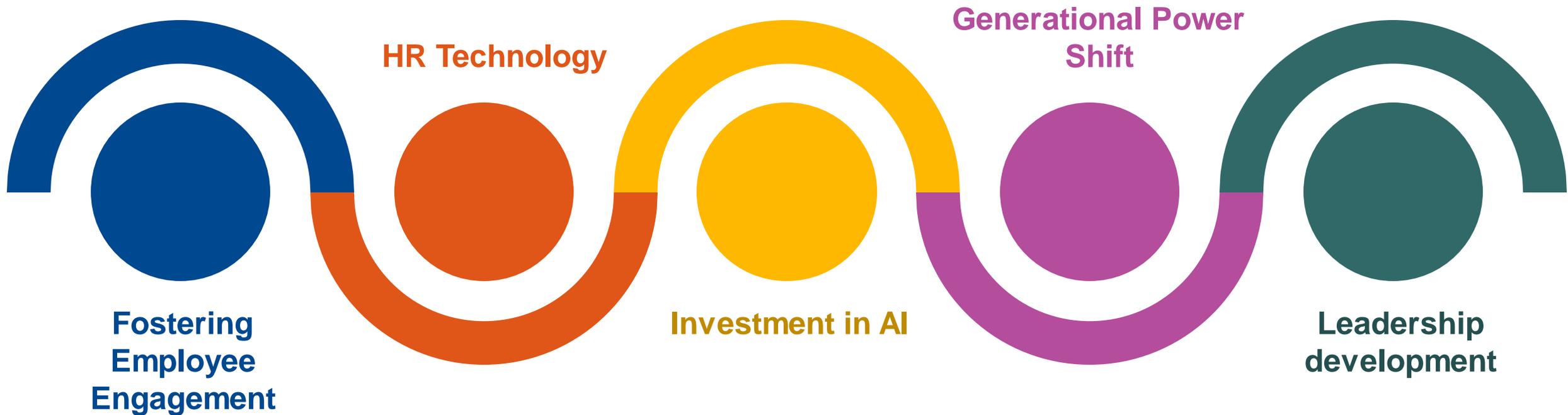
- No experience
- Hazy reality
- Mixed meanings



VUCA's impact
on the way
we approach
business

- Reframing challenges
- SWOT analysis
- Combination of what you **know** and what you are able to **predict**

5 Trends in HR caused by the VUCA world



VUCA resilient Organizations



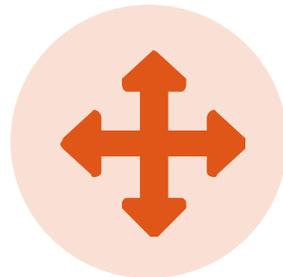
Excellent
Communication



Trust



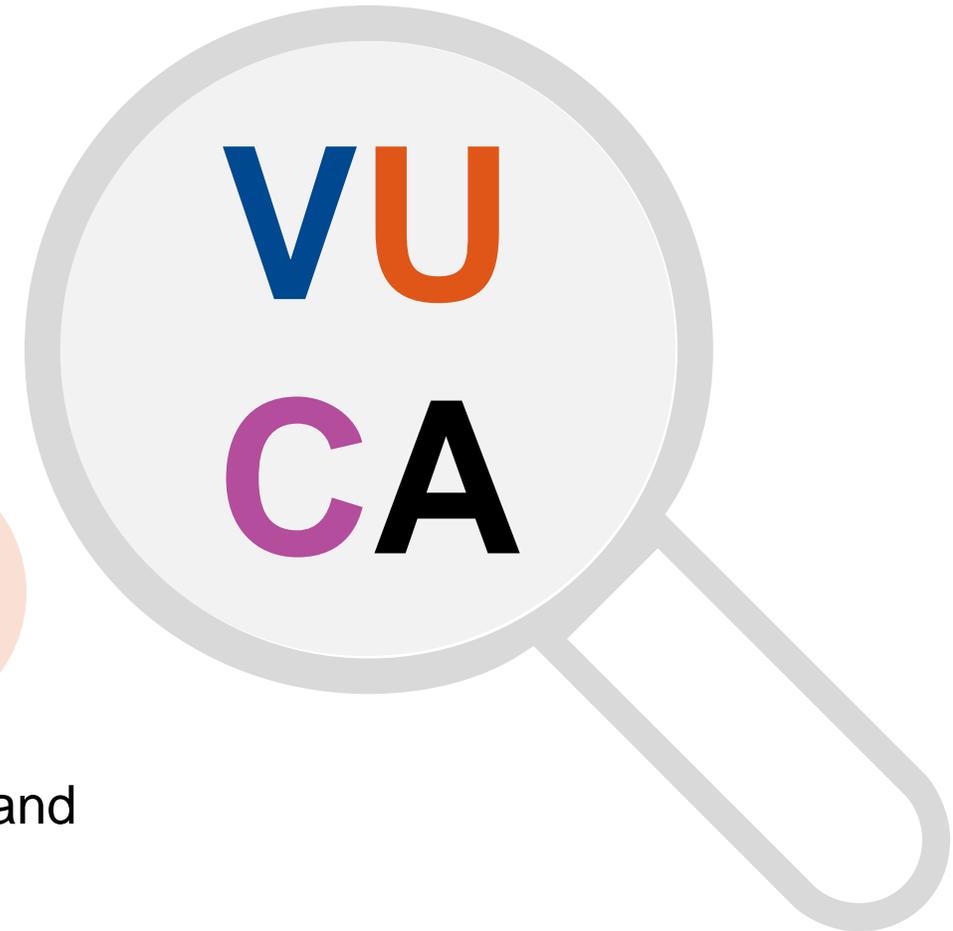
Leadership
accessibility and
presence



Everyone is
accountable



Time, effort and
patience



VUCA resilient leadership characteristics



Agility and Adaptability



Communication



Relationship Building



Emotional Intelligence



Critical thinking and
problem solving



Creativity



Are you HR Certified?

- a) aPHR
- b) PHR or SHRM-CP
- c) SPHR or SHRM-SCP
- d) Not certified yet
- e) Not interested in HR certification



Change is an
opportunity

Change Mindset

Vision

Clear future and purpose of the organization

Communication and Courage

Simplicity and build better relationships



Understanding

Identify opportunities and gain competitive advantages

Agility

flexibility to react and respond effectively

Vision

V

Understanding

U

**Communication
and Courage**

C

Agility

A



Long term focus

How many of the
fortune 500
companies are
new since 1995?



Be Aware and Ready!

- 1 Anticipate the issues
- 2 Understand the consequences
- 3 Interdependence of variables
- 4 Alternative realities and challenges
- 5 Interpret and address relevant opportunities





Unleash the full potential of your team

Paradigm Shifter

Inspirational

Motivating

Move beyond the norm



amazonPrime

“ If you decide you are only going to do the things you know will work, you are going to leave a lot of opportunity on the table ”

— Jeff Bezos

Your HR Role

- a) Admin/Coordinator
- b) Generalist
- c) Manager
- d) Director or above
- e) Other



Organizational Effective Changes

- Democratize **decisions**
- Flatten **hierarchies**
- Total **transparency**
- **Communicate** – and keep communicating!
- Keep **evolving**
- Embrace **plan B!**

Vision

V

Understanding

U

**Communication
and Courage**

C

Agility

A



VUCA = BANI

The Impact of Turbulent Times

VUCA is an acronym coined to describe the interconnected and rapidly changing world

BANI is a pandemic-spawned acronym to describe the impact of chaos

V

VOLATILITY



BRITTLE

B

U

UNCERTAINTY



ANXIOUS

A

C

COMPLEXITY



NON-LINEAR

N

A

AMBIGUITY



INCOMPREHENSIBLE

I

Psychological Safety

raising
ideas

speaking
truth to
power

asking
questions

challenging
the status quo

admitting a
mistake



**Diversity, Equity, Inclusion,
Access, Justice and more**

Culture in VUCA organizations provide.....

Adaptability

Resilience

Access to information and tools

Community

Connections

Right people in the right seat



Vision

V

Understanding

U

**Communication
and Courage**

C

Agility

A



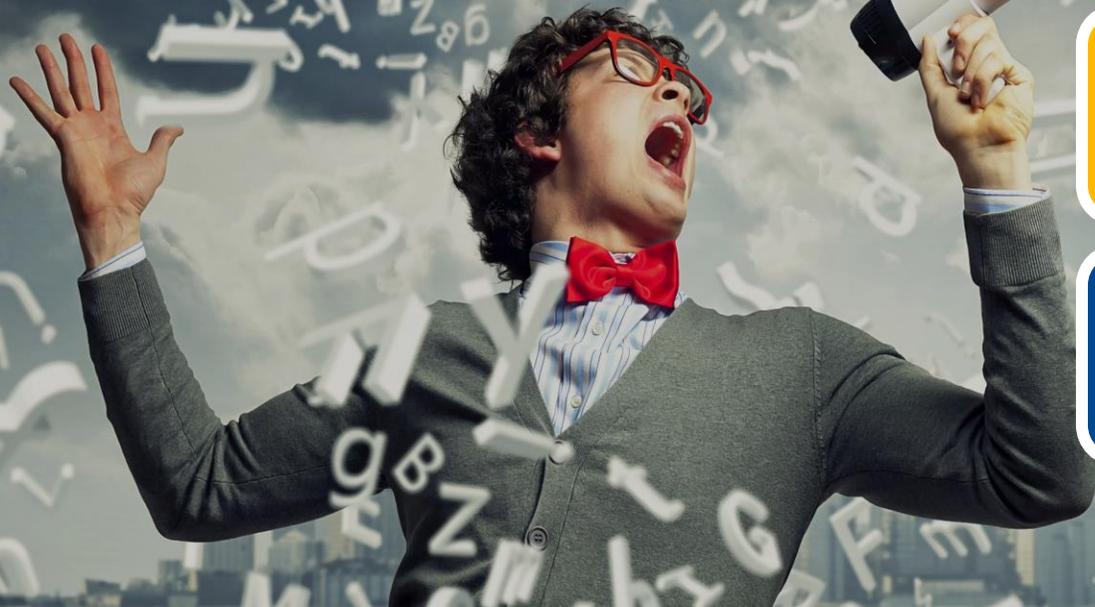
Communication Competencies

V aluable

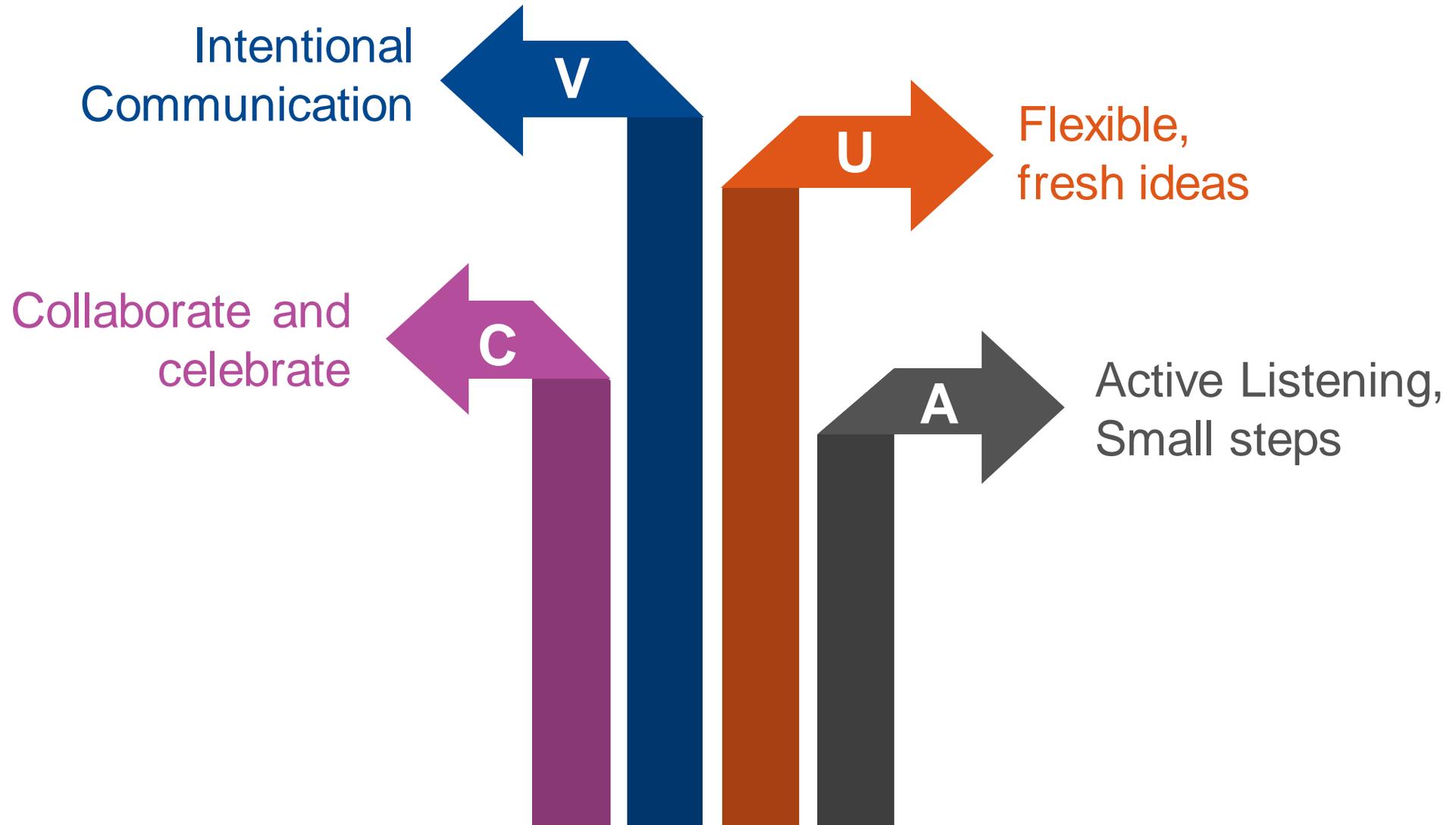
U nreserved

C oncern

A ppropriate



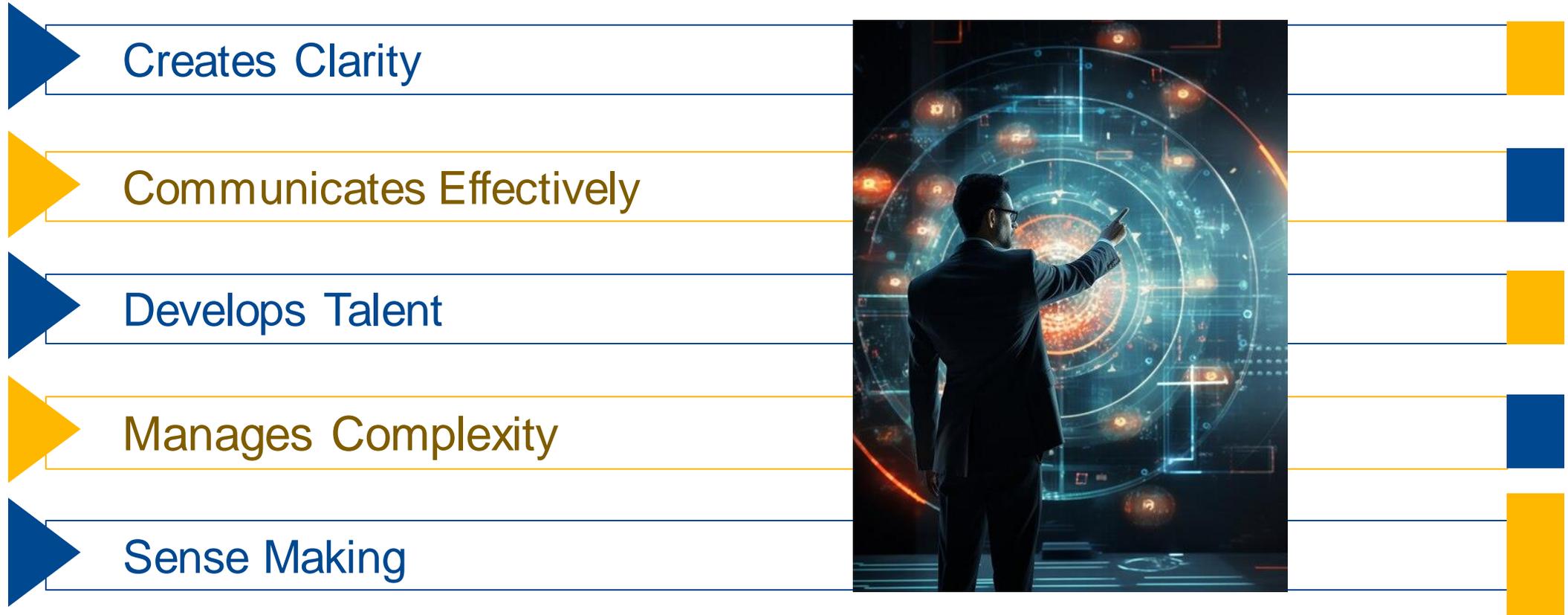
Communication tactics



Ask
Why?



Focus on Key Competencies



Vision

V

Understanding

U

**Communication
and Courage**

C

Agility

A





Agile Environments

Don't happen
by chance



Agile Managers

Asks the right questions

Multiple and Diverse data sources

Root Cause Analysis

Evaluates pros and cons

Evaluates risks and benefits

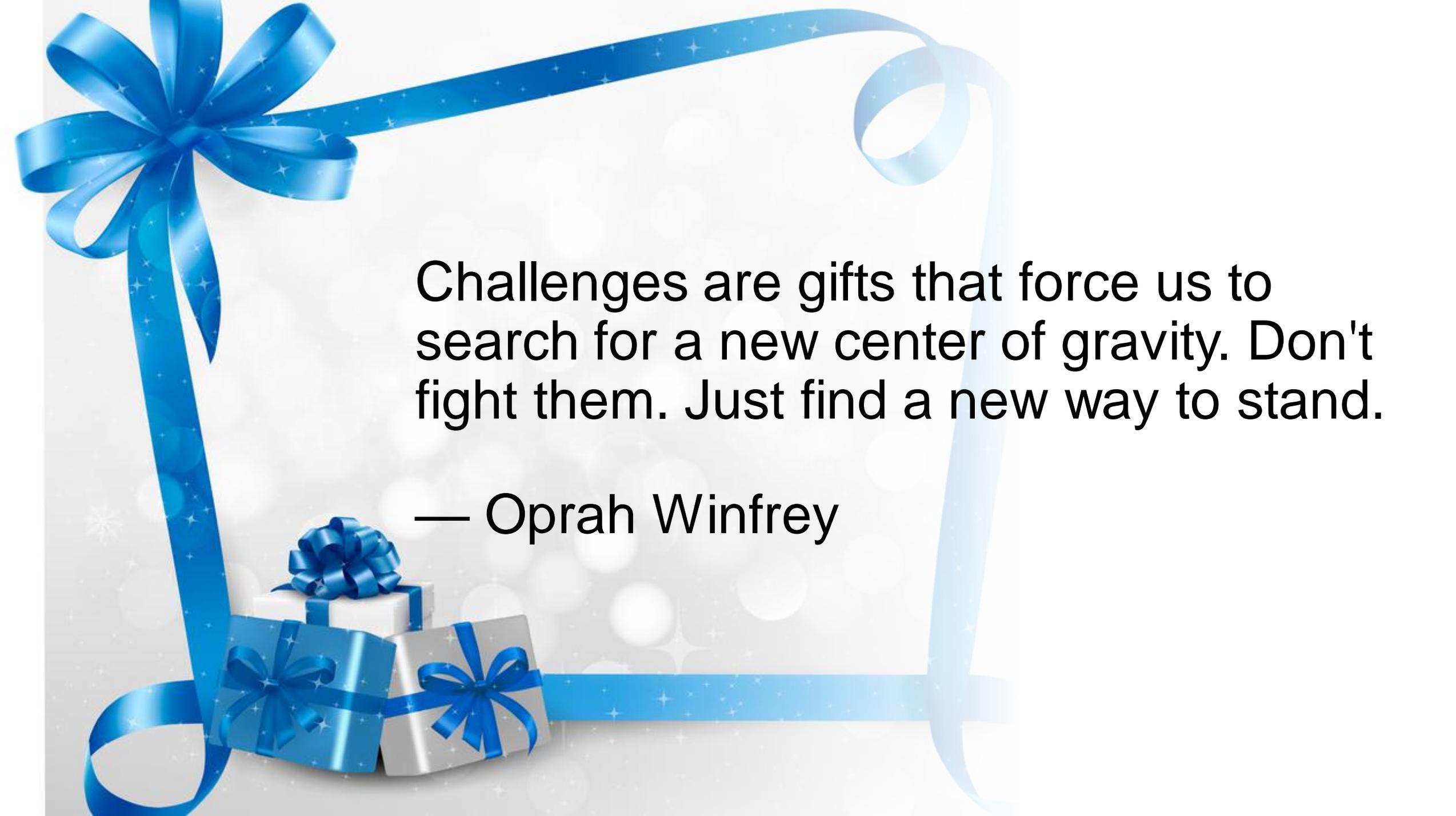
Which of these do you face?

- Finding talent aligned with our new work
- Gig economy
- Issues with diversity in the workplace
- Retaining top talent
- Developing our employees



Sense Making





Challenges are gifts that force us to search for a new center of gravity. Don't fight them. Just find a new way to stand.

— Oprah Winfrey

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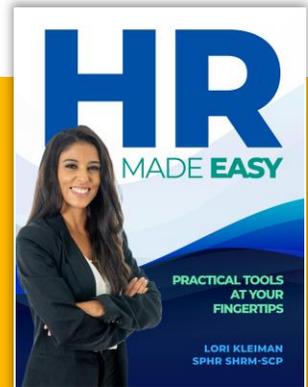


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