LEADER RESOURCES

LEADING THROUGH VUCA

What is VUCA?

VUCA is an acronym that captures common conditions that can impact our business and the way we work: Vulnerability, Uncertainty, Complexity, and Ambiguity.

Volatility refers to the speed of change. Change in healthcare can be fast and unpredictable.

Uncertainty about the future can lead to a lack of understanding and/or awareness of how we do our work.

Complexity is the number of factors that need to be considered, from patients and processes to managing teams and completing tasks.

Ambiguity is the lack of clarity about how to interpret information. This can include mixed messages and general confusion.

How to lead through VUCA

Leading during these conditions is challenging. Here are some helpful steps to lead through VUCA.

Speaking / Listening

Step 1 Identify the Condition



Is the condition volatility, uncertainty, complexity, or ambiguity?

Step 2

Identify the solution

Begin to think through ways to address the condition. Use the diagram to the right to understand effective solutions that may work.

Step 3

Be Consistent

Once you determine effective solutions to leading through the condition, maintain consistency to help create a sense of security for your team.

More information:

VUCA: How to Succeed in a Chaotic World A Framework for Understanding VUCA

Complexity

Be direct, honest, and transparent to gain your team's trust.

Ambiguity

Listen and empower your team to fight through adversity.

Volatility

Make sure to follow through on commitments to prevent a loss of momentum.

Uncertainty

Respect and trust your team to create a culture of engagement.

Philosophy / Values

