'Finding the Gaps' in an Organization's Capacity to Navigate Uncertainty

The road to uncertainty is paved with good intentions. What are your organization's intentions? How prepared are you to navigate uncertainty?

Assess each activity in the tables according to two criteria using a scale from 1, poor or non existent, to 10, excellent.

1. Quality of your experience (timeliness, accuracy, relevance, transparency) for each of these actions

2. Perceived level of resources dedicated to each of these actions

Value-driven communications

Staff resilience

Agility

Client centricity

Staff development

Building trust

Risk assessment

	Probe into Organization' Navigation of Uncertainty Capacity	Quality of my experience with this Probe	My perception of the extent of resources applied to Probe	No knowledge pertaining to this Probe
Value-driven communi-cations	We are alert to communication barriers caused by any changes that are occurring in the organization or its environment to our communication channels that work up and down and across the organization.			
	We continually communicate news of plans that will impact employees or suppliers or clients to all parties as soon as possible.			
	We share scenarios of alternative futures that may arise from the uncertainty with stakeholders to forge a collaborative assessment of their significance to the organization.			
Agility	We re-examine current operational and strategy plans during each disruption to ascertain their relevance for guiding the organization through the changing situation.			
	We encourage ideation of innovation from those most impacted by changes or faced with the consequences of the uncertainty.			
	Through training and wide ranging participation, we ensure agile and nimble are characteristics of staff, structures and processes.			
Staff resilience	We protect employees' personal information, through following best practice industry security procedures.			
	We design and implement stress reduction programs for staff that build deeper trust between all organizational stakeholders.			

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	My organization's managers know and support staff who carry major impact of changes, and associated uncertainty.			
Building trust	My organizations trains staff to function within change situation and adapt to it.			
	My organization conducts a transparent process to improve actual benefits to employee for working in the organization and sustaining their performance through uncertainty.			
	My organization contributes to improving the community in which employees reside in periods of uncertainty.			
Risk	My organization monitors all its external contacts, including Governments, to immediately assess the impact of changes made by those contacts.			
	During times of uncertainty my organization increases the resources available to reassessing the organization's risk profile - like its risk priorities and risk management strategies.			
	We keep all stakeholders aware of risks to the organization and how the risks are being managed is a core goal of our communications.			
Staff development	We train all staff to develop an enquiring mind and apply it to issues, people and processes.			

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	We continually activate new areas for collaboration that will reduce 'separateness' for employees and builds flexibility into staff capacity and roles.			
	We strive for diverse capacities, competencies and experiences in all employees so they continually identify innovations that sustain quality of our performance and outcomes.			
Client centricity	Through both informal and formal dialogue with clients we regularly identify and test assumptions on how we relate and service those clients.			
	We build trust with clients through open and transparent communication – 'no surprises'.			
	We strive to Increase the 'personal' dimension of organization-client relationship.			

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