

The environment businesses are operating in is complex and our world is changing fast. Organisations are increasingly using the term VUCA to refer to this 'next normal', describing a situation of constant, unpredictable transformation.

Working in a VUCA environment has its challenges. If we pull apart the VUCA acronym, we can understand how to approach these challenges and prepare ourselves to work in this type of environment.



<b>V</b> olatility	<b>Characteristics:</b> Speed of change, unexpected, unstable, unknown duration of challenges.	<b>Approach:</b> Prepare in advance, stockpile and have contingencies in place.
<b>U</b> ncertainty	<b>Characteristics:</b> Unpredictability of the future, lack of information.	<b>Approach:</b> Invest in information, share information with the team and organisation.
<b>C</b> omplexity	<b>Characteristics:</b> Amount and variety of factors at play, interconnected relationships, difficult to analyse and draw rational conclusions.	<b>Approach:</b> Restructuring, building up adequate resources.
<b>A</b> mbiguity	<b>Characteristics:</b> Lack of clarity and information, facts that are contradictory or inaccurate, unprecedented challenges with unclear causes.	<b>Approach:</b> Experimentation, testing hypotheses.

### 5 BENEFITS OF CHANGE

1

Encourages innovation

2

Promotes skill growth

3

Develops people

4

Leads to better business opportunities

5

Improves team morale and culture

### PREPARING FOR A VUCA ENVIRONMENT

How ready are you to adapt to change in a VUCA world? To succeed and benefit from change, you need to recognise challenges and strategise ways to overcome them.



1 What example of a VUCA environment have you faced/are you facing? E.g. You have moved to a hybrid working model, and leaders and teams are experiencing difficulties with expectations, flexibility and communication methods.

2 What strategies can you apply to deal with the challenges of your VUCA environment? Think about the different approaches you might take for each element of VUCA.