

## **“THE LEADERSHIP CHALLENGE: MANAGING IN TURBULENT TIMES”**

- I. Why Are These Turbulent Times?
  - A. The Impact of Information
    - 1. Redefines Security, from External to Internal
    - 2. Drives Down Margins and Heightens the Importance of Human Capital
    - 3. Creates Higher Levels of Conflict and Increases the Liability Connected with Conflict Avoidance
  - B. The Acceleration of the Rate of Change
    - 1. Quantitative Change: Things are Moving Faster than Ever Before
    - 2. Qualitative Change: The Nature of Work, Loyalty, and Relationships
- II. What are The Key Skills Required In Our Time?
  - A. Decision – Making
    - 1. Quick and Regret-Free
    - 2. The Penultimate Importance of Values Clarity
  - B. Relationship – Building
    - 1. Transparency, Directness, and Feedback
    - 2. Judgmentalism and Caring

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