



Learn from Failure: Risk in the Age of Uncertainty

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Nothing is intractable.

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Today We Will Explore . . .

- ▶ WHAT is risk in this Age of Uncertainty?
- ▶ SO WHAT is the emergent response?
- ▶ NOW WHAT patterns will you create?



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WHAT is risk in this Age of Uncertainty?

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Before COVID-19
Failure and Risk

For those with privilege or power:

- ▶ Professional, financial, etc.
- ▶ Calculatable
- ▶ Knowable
- ▶ Controllable
- ▶ Avoidable
- ▶ Predictable

For those without privilege or power:

- ▶ Personal and collective
- ▶ Existential
- ▶ Unknowable
- ▶ Uncontrollable
- ▶ Unavoidable
- ▶ Unpredictable



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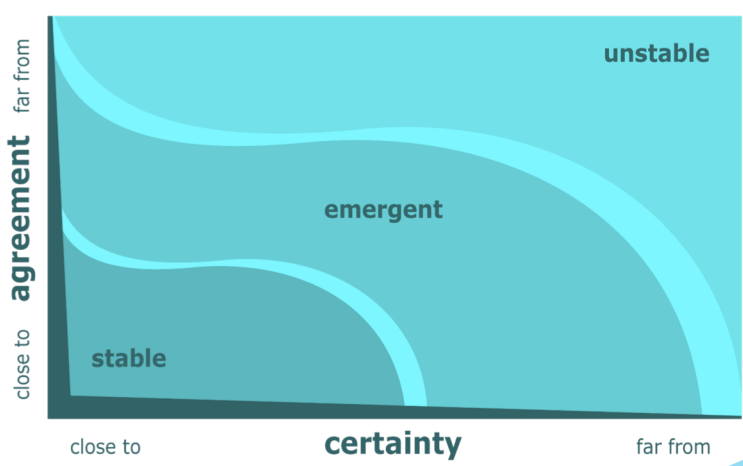


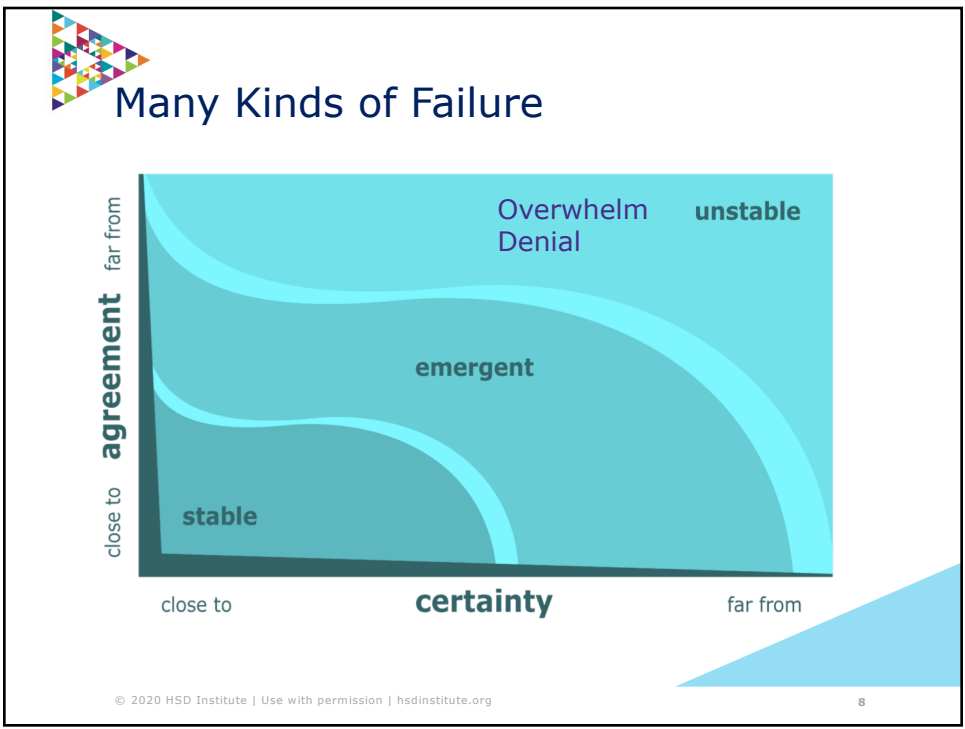
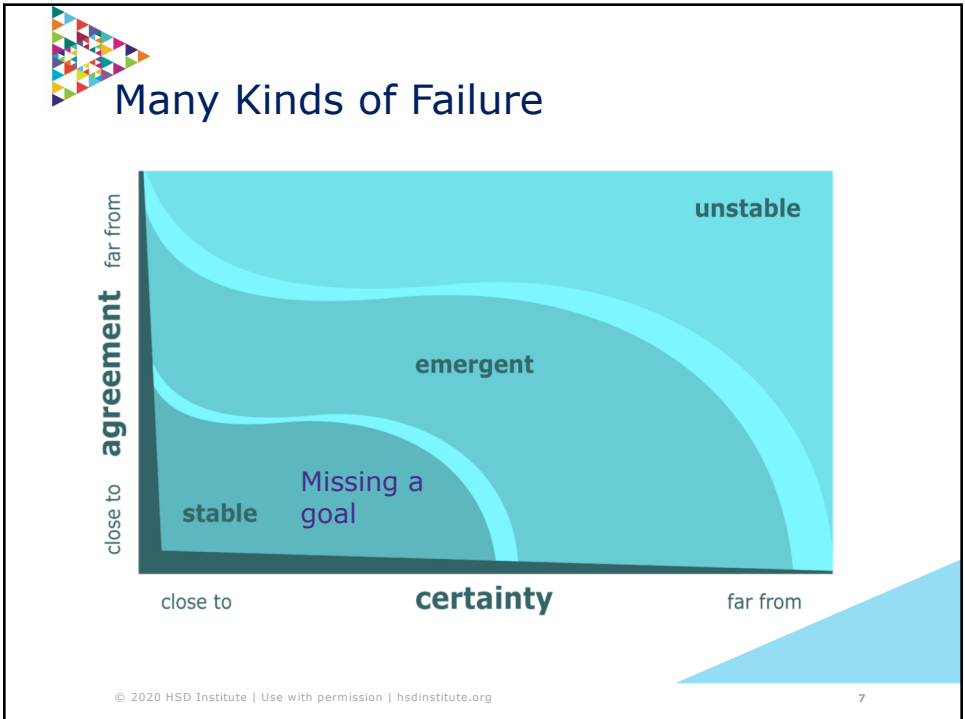
During COVID-19 Failure and Risk Are

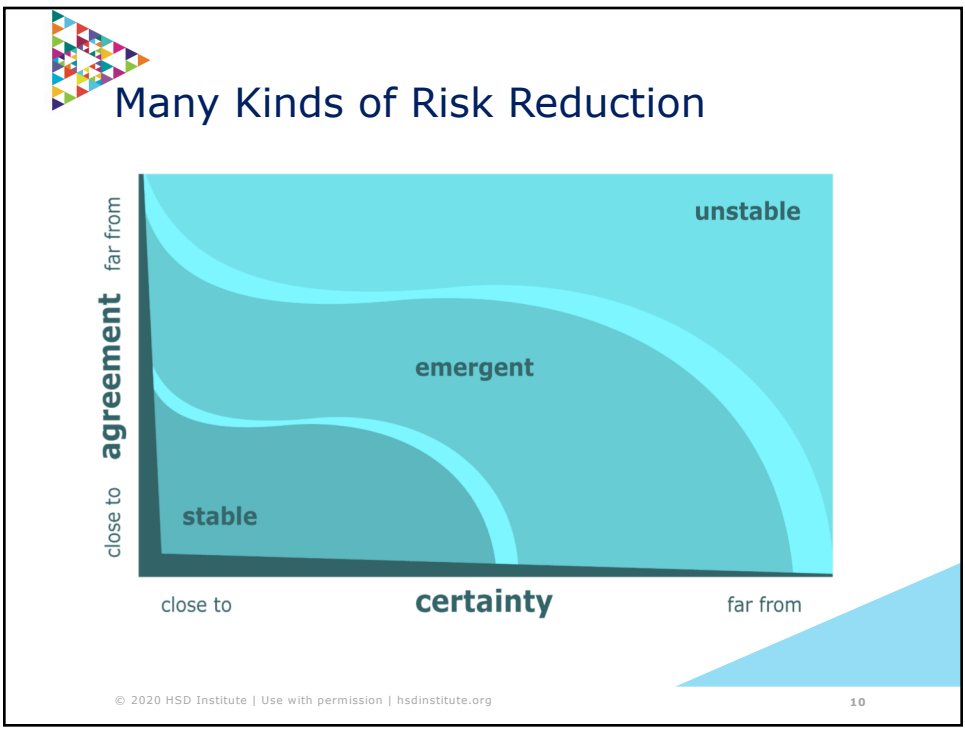
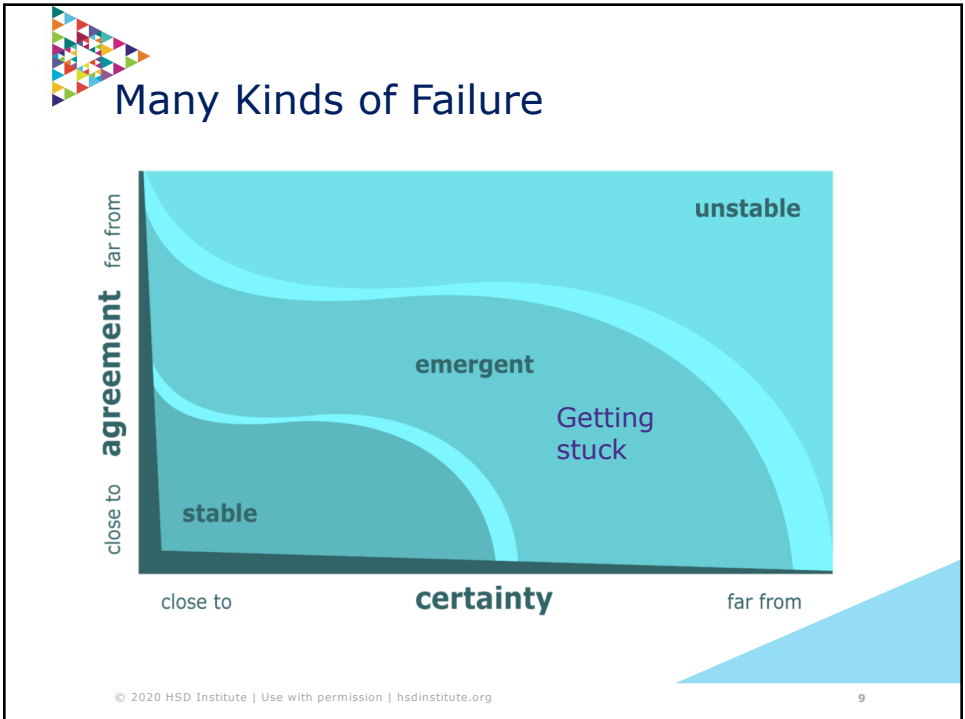
- For everyone:
- ▶ Personal and collective
 - ▶ Existential
 - ▶ Unknowable
 - ▶ Uncontrollable
 - ▶ Unavoidable
 - ▶ Unpredictable

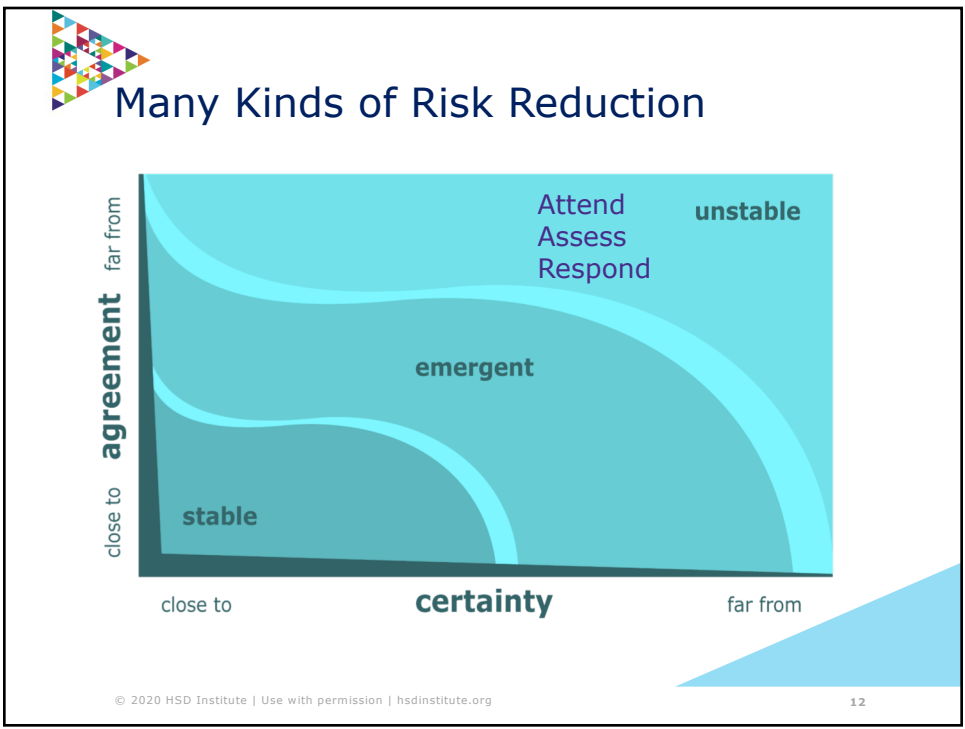
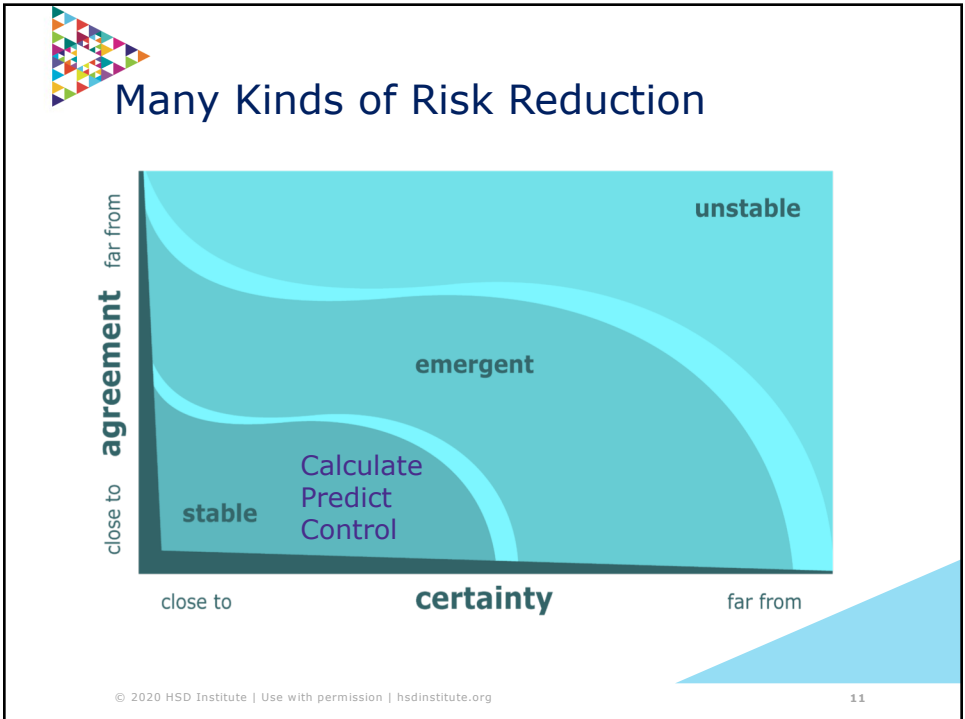


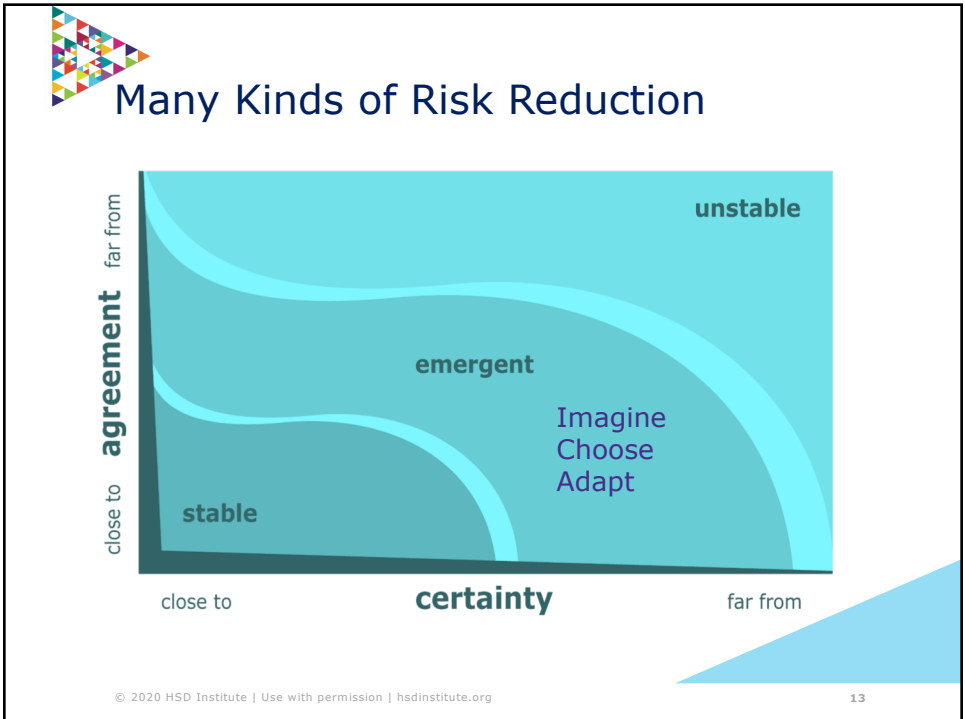
Many Kinds of Failure

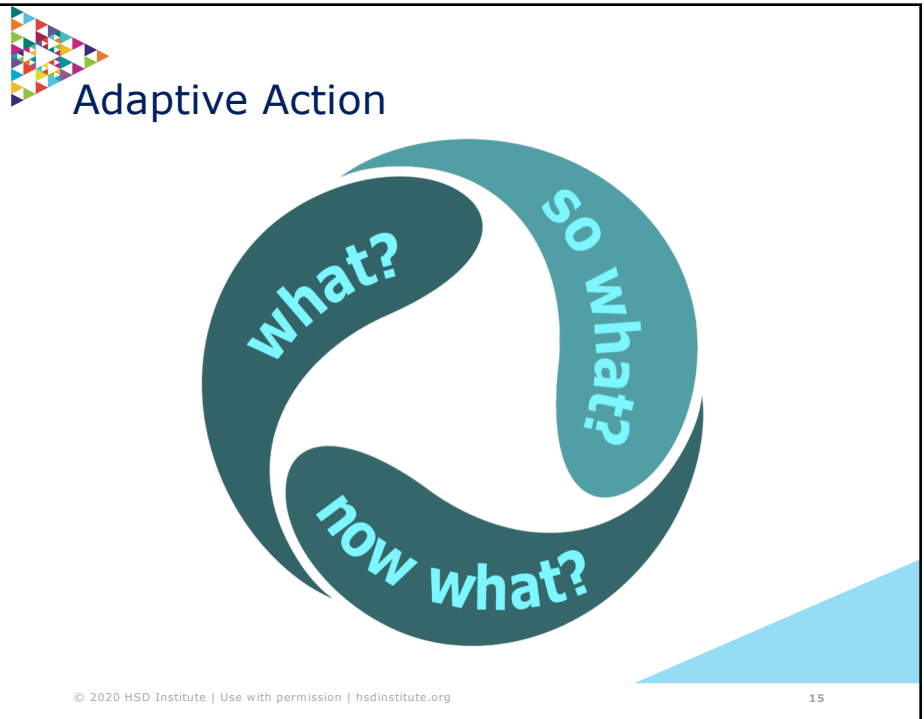








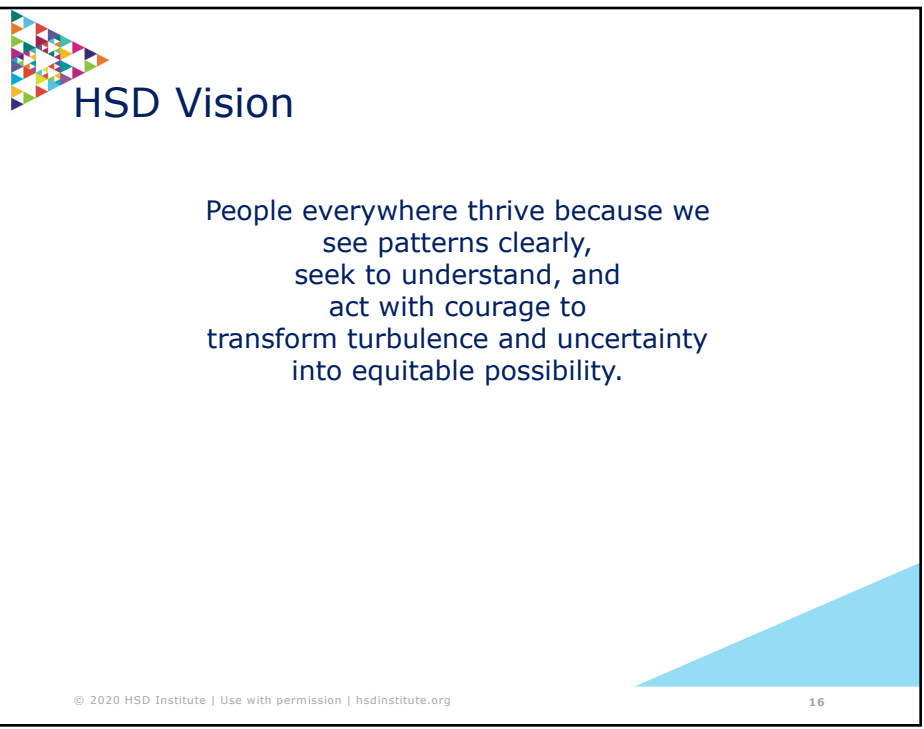


A graphic titled "Adaptive Action" featuring a colorful triangular logo in the top left. The main visual is a circular, interlocking design with three teal-colored curved segments. The top-left segment contains the text "what?", the top-right segment contains "so what?", and the bottom segment contains "now what?". The background is white with a light blue triangle in the bottom right corner.

Adaptive Action

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A graphic titled "HSD Vision" featuring a colorful triangular logo in the top left. The main content is a centered paragraph of text. The background is white with a light blue triangle in the bottom right corner.

HSD Vision

People everywhere thrive because we see patterns clearly, seek to understand, and act with courage to transform turbulence and uncertainty into equitable possibility.

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Plan for Patterns



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Imagine

What is the pattern you want to create?

- ▶ What containers will be important?
- ▶ What differences will make a difference?
- ▶ What exchanges will enliven and nurture?



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Choose

What Simple Rules will inform behaviors today to create patterns for tomorrow?

- ▶ Start with a verb
- ▶ Fewer than 7
- ▶ Stated in positive
- ▶ Apply to everyone



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Simple Rules Examples

- ▶ BOIDS

Fly toward the center
Match the speed of your neighbor
Don't run into anyone

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Simple Rules Examples

- ▶ BOIDS
- ▶ Nordstrum's

Do what the customer wants

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Simple Rules Examples

- ▶ BOIDS
- ▶ Nordstrum's
- ▶ Tikkun olam

Repair the world

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Simple Rules Examples

- ▶ BOIDS
- ▶ Nordstrum's
- ▶ Tikkun olam
- ▶ Golden Rule

Do unto others as you
would have them
do unto you



Simple Rules Examples

- ▶ BOIDS
- ▶ Nordstrum's
- ▶ Tikkun olam
- ▶ Golden Rule
- ▶ HSD Institute

Turn judgment into curiosity
Zoom in and zoom out
Focus on what's true and useful
Connect with stories and impacts
Transform difference into opportunity
Celebrate life



Choose: What are yours?

**What Simple Rules
will help you live
your future today?**

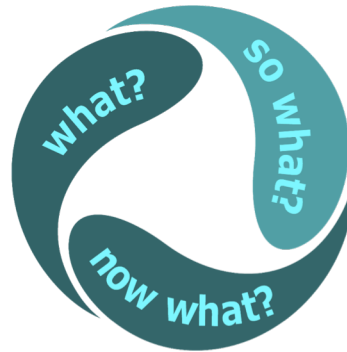


NOW WHAT patterns will
you create?



NOW WHAT is your next wise action?

- ▶ WHAT is the pattern of the future you imagine?
- ▶ SO WHAT Simple Rules do you choose to create your future today?
- ▶ NOW WHAT will inform your adaptive learning?



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Other Resources

- ▶ *Simple Rules: A radical inquiry into self* (Holladay & Tytel, 2011)
- ▶ *Adaptive Action: Leverage Uncertainty in Your Organization* (Eoyang & Holladay, 2013)
- ▶ *Facilitating Organization Change: Lessons from Complexity Science* (Olson & Eoyang, 2001)
- ▶ *Leading in Complexity: Essential Skills in Action* (Mennin, Eoyang, Nations, 2014)
- ▶ *Leading in Complexity: A program for non-profit leaders* (Negstad and Eoyang, online 2020)
- ▶ Free monthly webinars (1-hr session)
- ▶ Frequent Adaptive Action Labs (2, 3-hr sessions)
- ▶ HSD Professional Certification Training (virtual and in person)
- ▶ www.hsdinstitute.org
- ▶ Join our community to receive regular mailings (info@hsdinstitute.org)

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Join the Dialogue

- ▶ In this moment: RESILIENCE
 - ▶ USA & Europe Sunday 12:00 noon CDT
Register: <https://bit.ly/USAEurope>
 - ▶ Asia Pacific Sunday 2:30 pm NZDT
Register: <https://bit.ly/HSDResilience>
 - ▶ Spanish Sunday 2:30 CDT
Register: bit.ly/HSEspanol
- ▶ Inquiry Is the Answer: COVID-19
 - ▶ Weekdays 10-10:20 CDT
Register: <https://bit.ly/HSDINQ>



Today We Explored . . .

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