

HOW CAN WE TAKE ON THE NEXT NORMAL?

CONCLUSION

**WHERE  
DO WE  
GO FROM  
HERE?**



## SELF/TEAM REFLECTION

# WHERE DO WE GO FROM HERE?

HOW CAN WE TAKE ON THE NEXT NORMAL?

**THE FUTURE IS UNCERTAIN. SO WE SHOULD NOT SEEK CERTAINTY, BUT SEEK CLARITY INSTEAD.**

- The 5 principles are SIMPLE enough to understand. The execution will be DIFFICULT.
- **Certainty is a fantasy. Clarity is a possibility. Take charge of creating your own clarity.** The realm of greatest control and clarity is over our own selves. Tackle what's within your control first, before tackling someone else's (eg: your own *short-terminism, lack of price discipline, defensiveness over weaknesses, risk-avoidance, lack of preparation.*)
- **Take charge of creating clarity for others. Be clear AND kind. Don't be "nice" - nice is often unclear and thus unkind.** Make clear + kind statements, requests & offers. Ask clear + kind questions.
- **Act consistently as far as you can according to your principles. Your consistency provides more clarity.**



CONCLUSION  
SESSION 7/7



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KUIK SHIAO-YIN

## SELF/TEAM REFLECTION #1

**"Certainty is a fantasy. Clarity is a possibility. Take charge of creating your own clarity."**

- What is something that you have become clearer about through these sessions?
- What is a piece of clarity you can offer someone else so that they can become clearer about what to do next in a situation that you are involved in?

**"Create clarity for others.**

**Be clear and kind. Don't be nice - nice is often unclear and thus unkind."**

- What is a clear and kind statement/question you can make to give people clarity?
- What is a clear and kind request/offer you might need to make to clarify things?

**"Act consistently as far as you can according to your own principles.**

**Your consistency provides more clarity."**

- What principle do you wish to practice acting with more consistency on?

**SELF/TEAM REFLECTION**

# WHERE DO WE GO FROM HERE?

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**REMEMBER IN AN UNCERTAIN FUTURE, WHERE CRISIS LOOMS STILL NOT EVERYONE IS THRIVING.**

**EVERYONE'S DYSFUNCTIONS WILL SURFACE WHEN TIMES LOOK SCARCE AND UNCERTAIN.**

**MODEL COMPASSION AND CARE: FOR YOURSELF, FOR THE ONES YOU WORK FOR, FOR THE ONES YOU WORK WITH.**



Adapted from: Watson, P., Gist, R., Taylor, V., Evlander, E., Leto, F., Martin, R., Vaught, D., Nash, W.P., Westphal, R., & Litz, B. (2013). Stress First Aid for Firefighters and Emergency Services Personnel. National Fallen Firefighters Foundation.



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**SELF/TEAM REFLECTION #2**

**"In uncertainty, everyone's dysfunctions will surface. Model compassion and care for yourself, for the ones you work for and for the ones you work with."**

- Throughout 2020 to now, have you been thriving, surviving, struggling or in crisis?
- What is a word of compassion or an act of care that you could give to yourself to help you through these times?
- Throughout 2020 to now, have you seen your people thriving, surviving, struggling or in crisis?
- What is a word of compassion or an act of care that you could give to them to help them through these times?