

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



DELIVERED BY
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?

HOW CAN WE TAKE ON THE NEXT NORMAL?

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.

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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?