



Leading in Uncertainty

AWSP, Your Leadership Resolution Webinar Series, March 2026

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Free for AWSP Members! Register today.

YOUR LEADERSHIP RESOLUTION

A Leadership Coaching
Webinar Series from BTS Spark



bts spark



Tuesday, Jan. 27 | 4-5 p.m. | *Strengthening Your Leadership Muscles*

~~Tuesday, Feb. 24~~ | 4-5 p.m. | *Difficult Conversations* **Monday, Feb 23 4-5**

Thursday, March 26 | 4-5 p.m. | *Leading in Uncertainty*

About BTS Spark



Not-for-profit practice...



... supporting education leaders



33 leadership modules...



... via coaching, workshops and AI-enabled learning



400
coaches
worldwide

26,000
education leaders
coached

>99%
of participants
improve their
leadership

Mindset Map



Check in

- How are you coming into today's session?
- On a scale of 1-5 (5 being high), how skilled do you feel having difficult conversations?



Today's Objectives

Exploring what it takes to thrive in a volatile, uncertain, complex, ambiguous and hyperconnected (VUCAH) environment

1

Understand how uncertainty can cause us to show up as less than our best selves

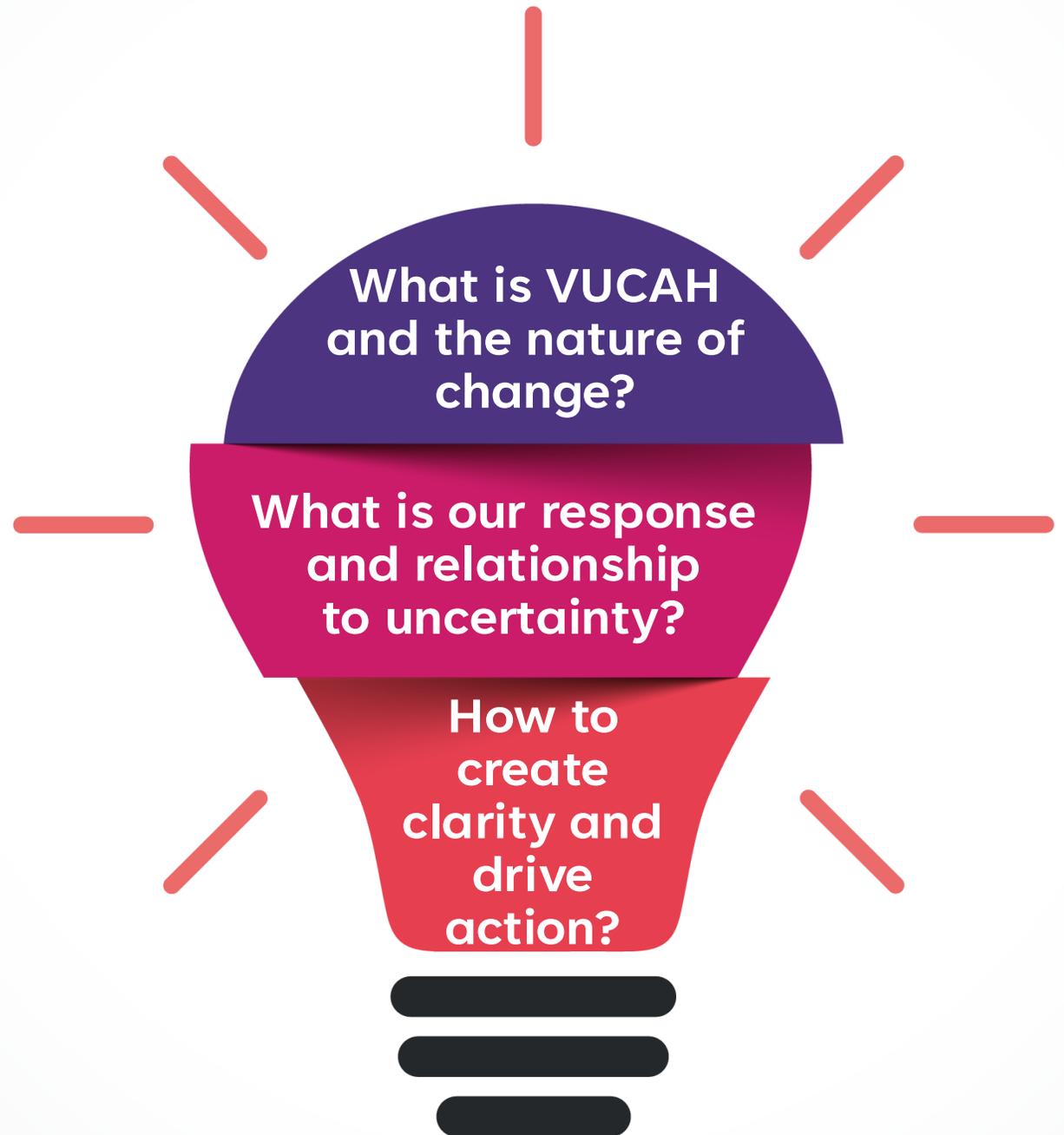
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Learn productive ways to respond and lead in a rapidly changing environment

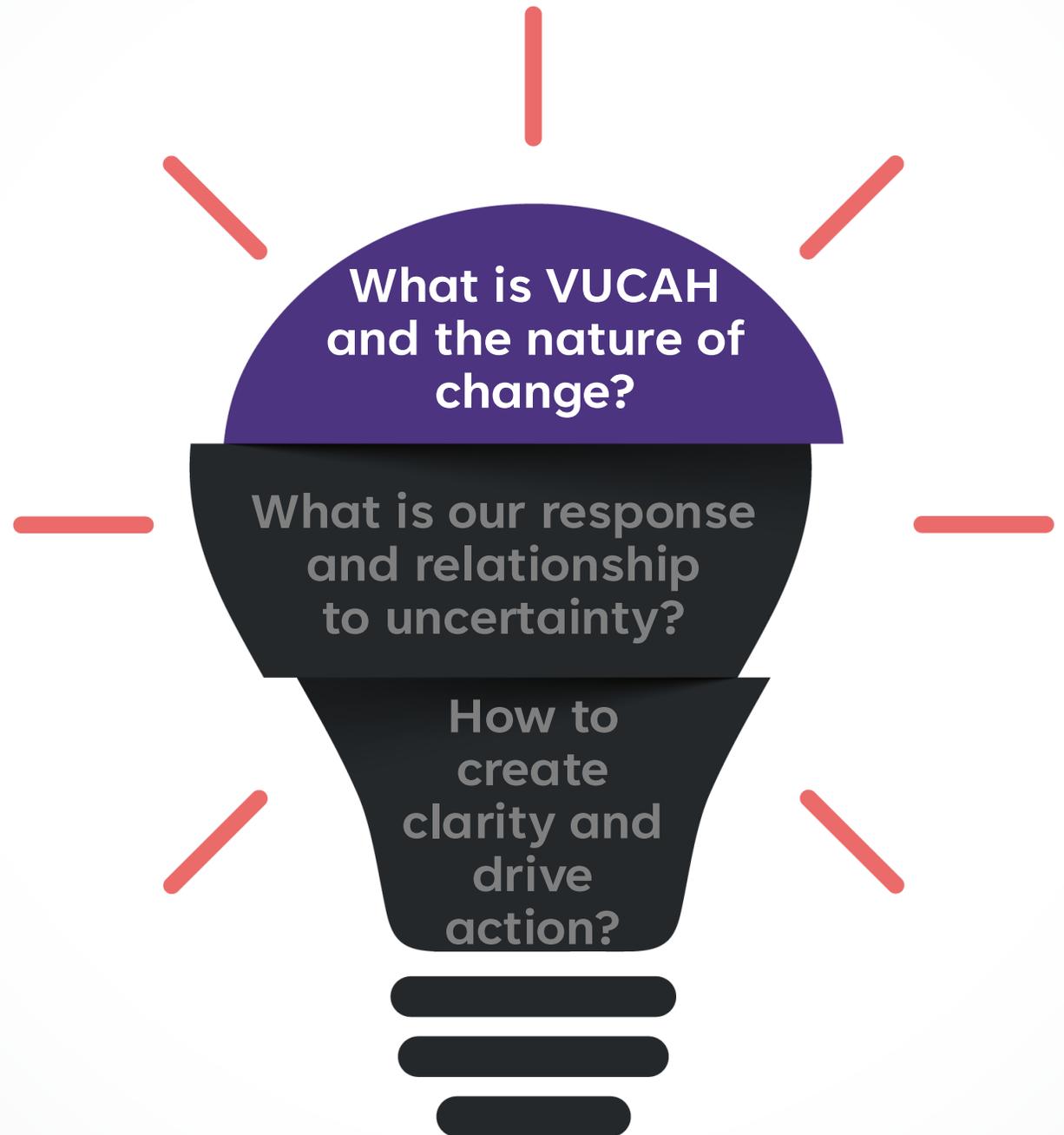
3

Practice tools that will help create the clarity and confidence needed to act

3 Key Ideas



3 Key Ideas



What is **VUCAH?**



Volatile : liable to change rapidly and unexpectedly

Uncertain : unpredictable; not known or definite

Complex : consisting of many different and interconnected parts

Ambiguous : incomplete information; open to more than one interpretation

Hyperconnected : rapid, always on connection between people, devices, and organizations



Take a few minutes to reflect ...

Think of a recent situation (last 2 months) that meets as many of the VUCAH criteria as possible.

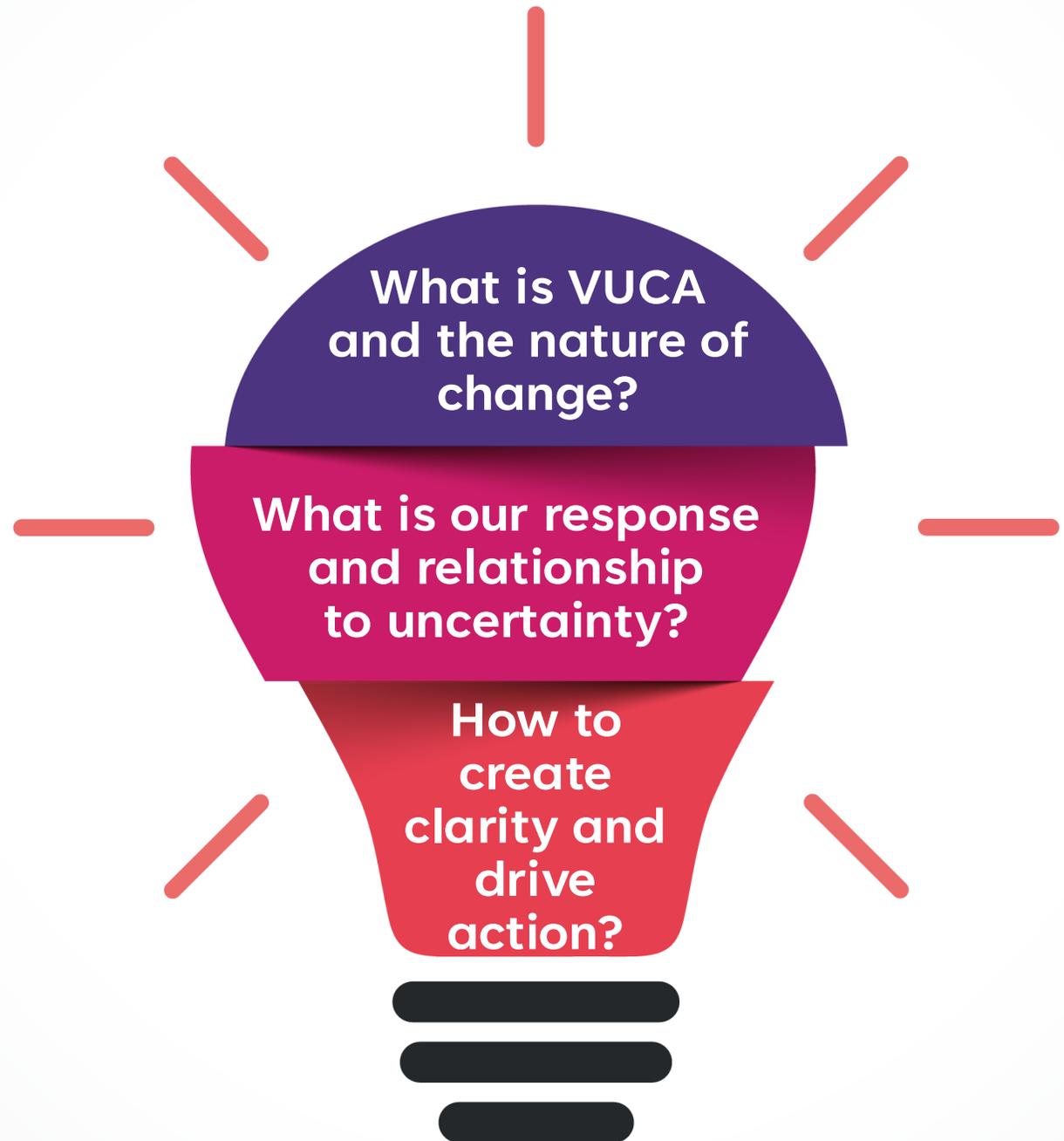
Capture:

- What was the situation?
- What did you do?
- What were the outcomes?
- What did you learn?

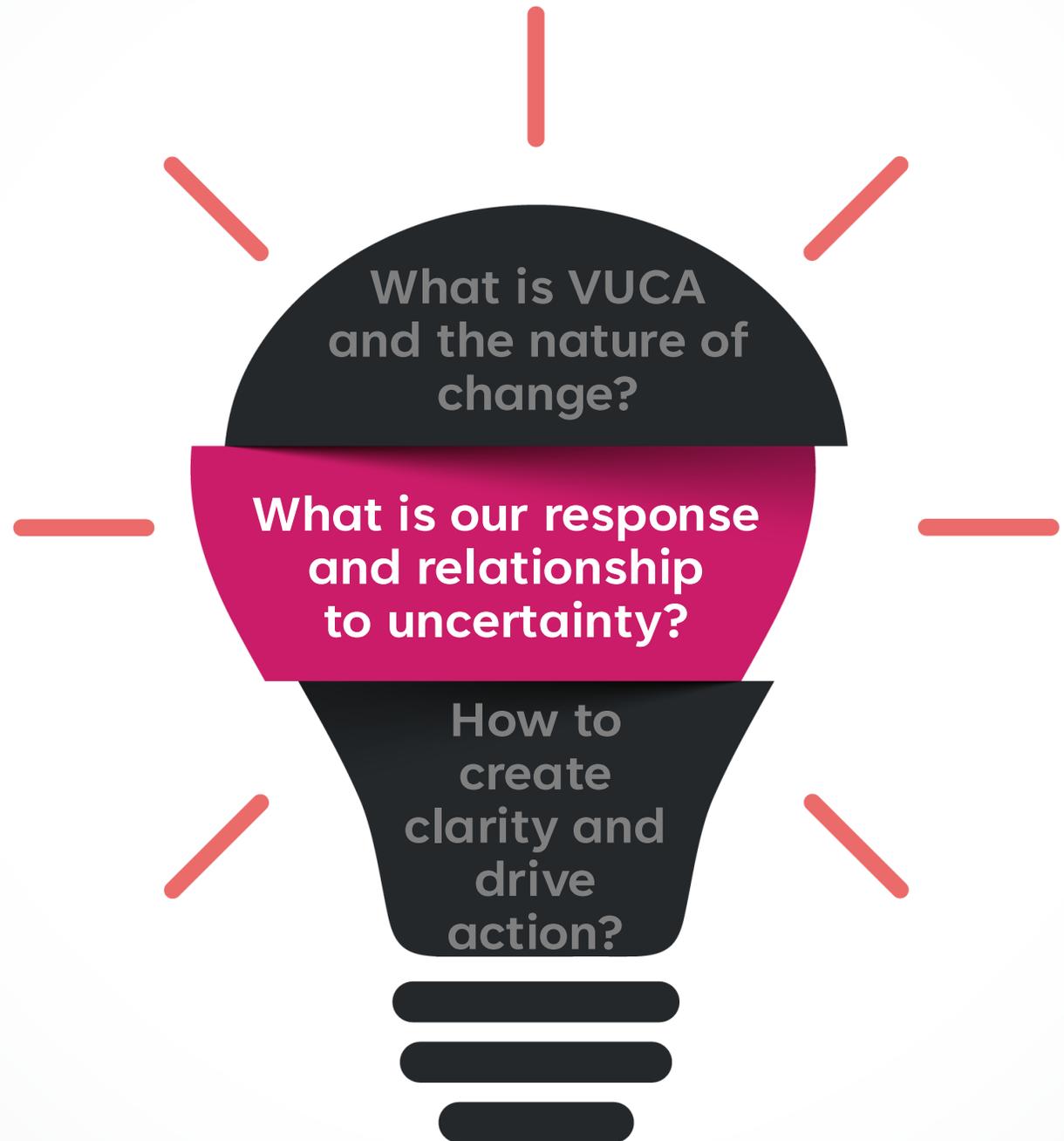
What are the drivers and effects of VUCAH?

	Volatility	Uncertainty	Complexity	Ambiguity
Drivers	<ul style="list-style-type: none">• Nature of change• Change dynamics• Rate and speed of change	<ul style="list-style-type: none">• Unpredictability• Potential surprises• Unknown outcomes	<ul style="list-style-type: none">• Interdependencies• Multifaceted or cascading effects• Multiple influencers	<ul style="list-style-type: none">• Ideal vs. reality• Misinterpretation• Incomplete information
Effects	<ul style="list-style-type: none">• Hypervigilance• Instability• Flux	<ul style="list-style-type: none">• Directional paralysis• Data overload	<ul style="list-style-type: none">• Unproductive churn• Ineffective decision making processes	<ul style="list-style-type: none">• Doubt and distrust• Shuts down innovation
	Situational	Experiential	Situational	Experiential

3 Key Ideas



3 Key Ideas





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The impact of VUCA on leadership



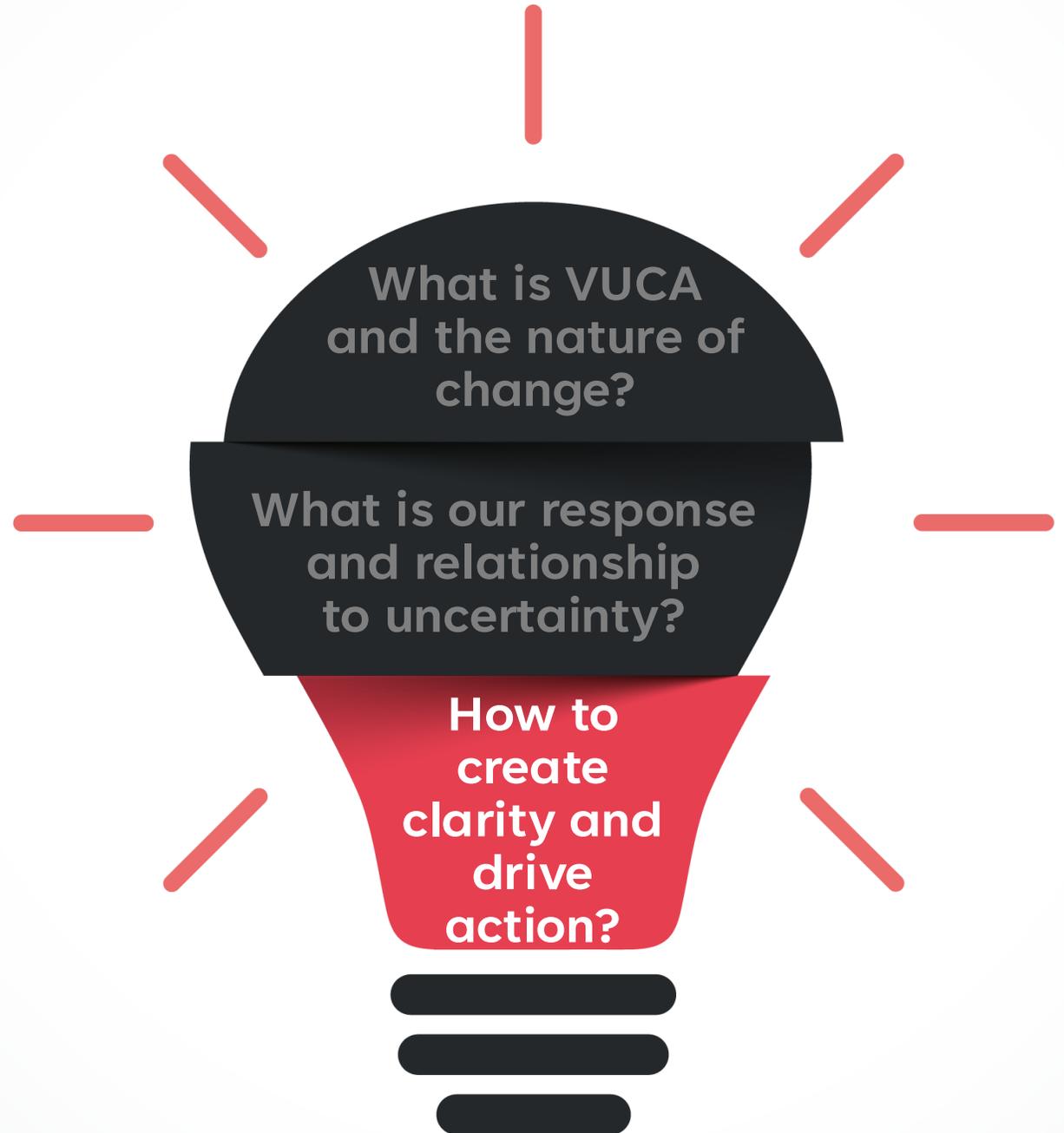
... when inaction feels like the safest thing to do



Between stimulus and response, there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.

Viktor E. Frankl

3 Key Ideas



Great leaders create conditions for action and success despite uncertainty

Volatility



V_____

Reconnect to VISION

- Have a bias for action
- Examine change

Uncertainty



U_____

Drive UNDERSTANDING

- Define what you know
- Define unknowns

Complexity



C_____

Simplify for CLARITY

- Align on priorities
- Remain flexible

Ambiguity

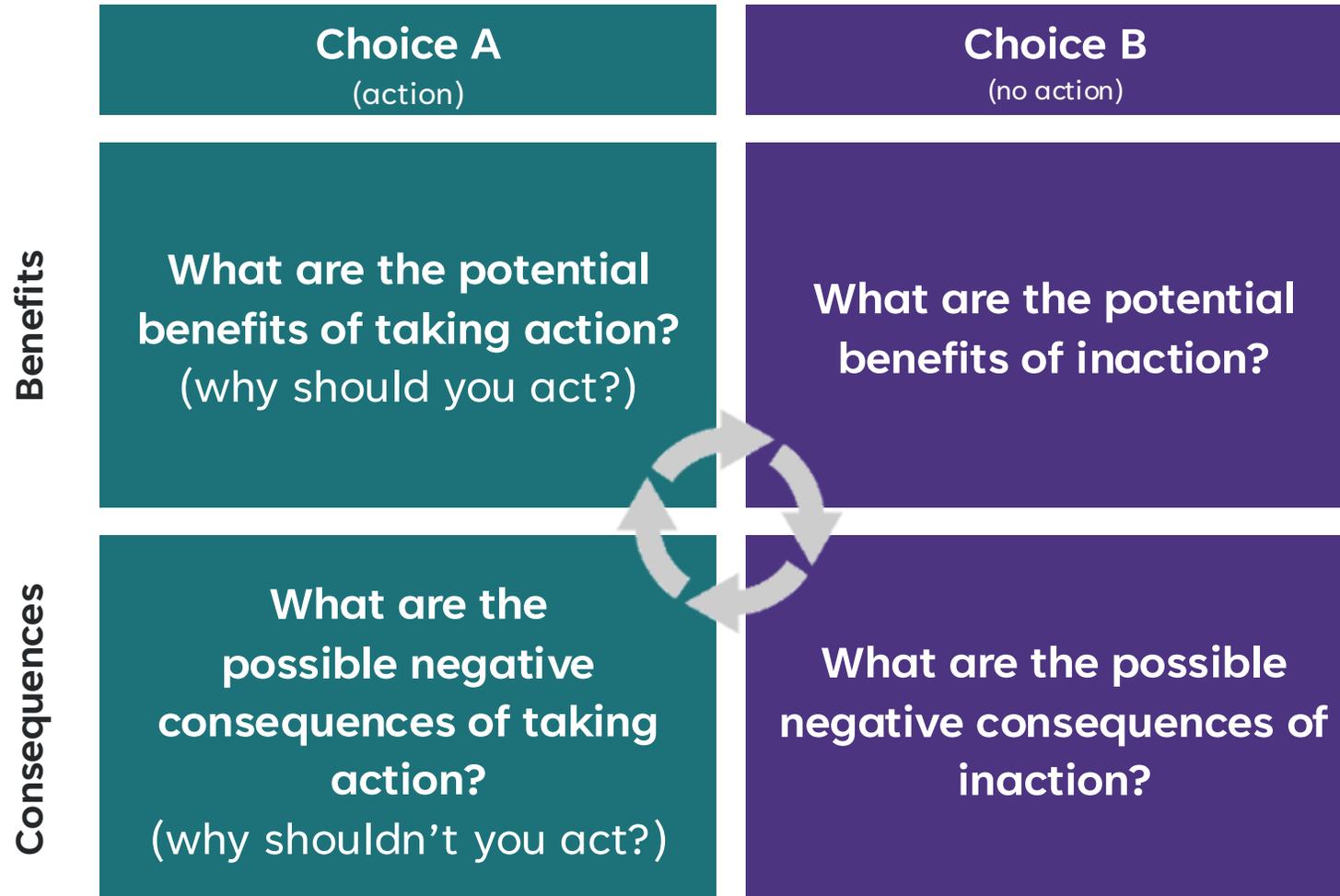


A_____

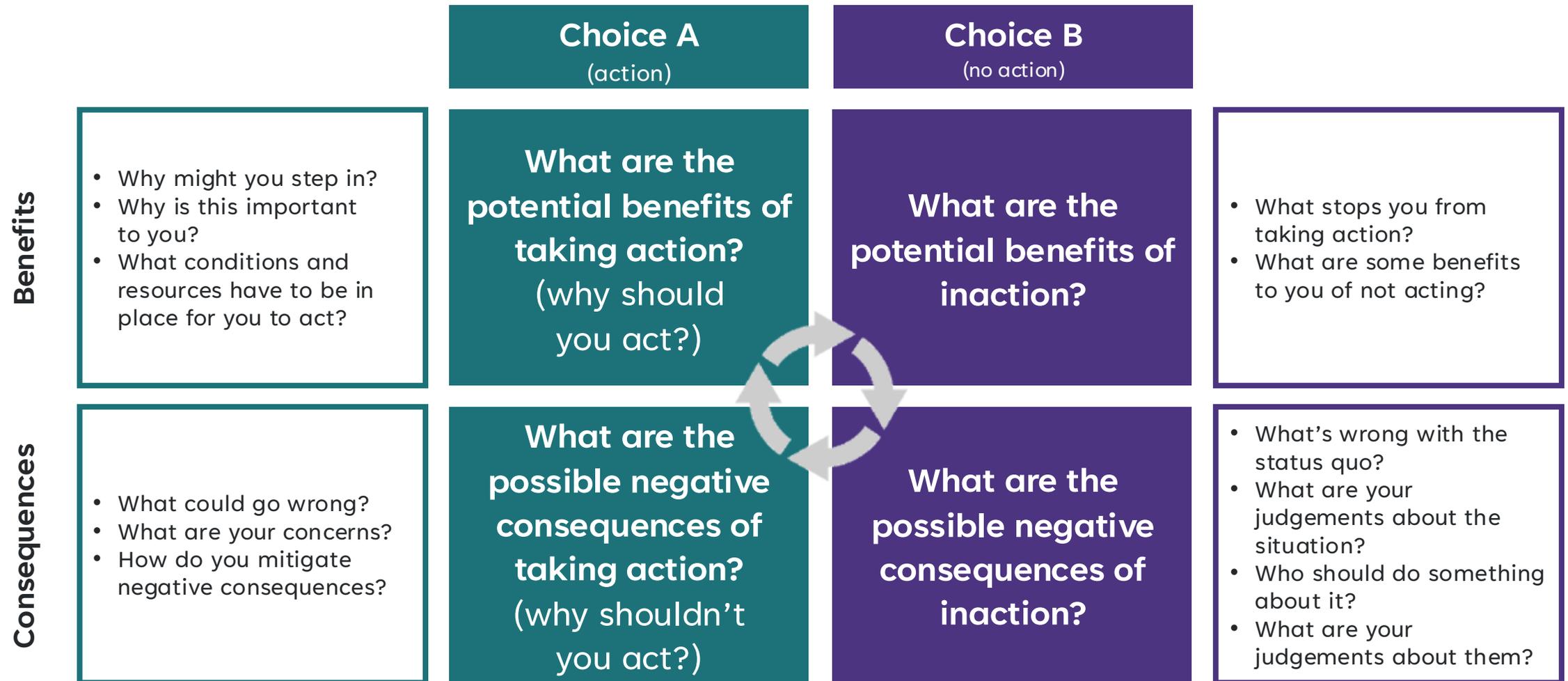
Facilitate AGILITY

- Focus on decision making
- Draw on resourcefulness

The Uncertainty Cycle



The Uncertainty Cycle



Give it a try

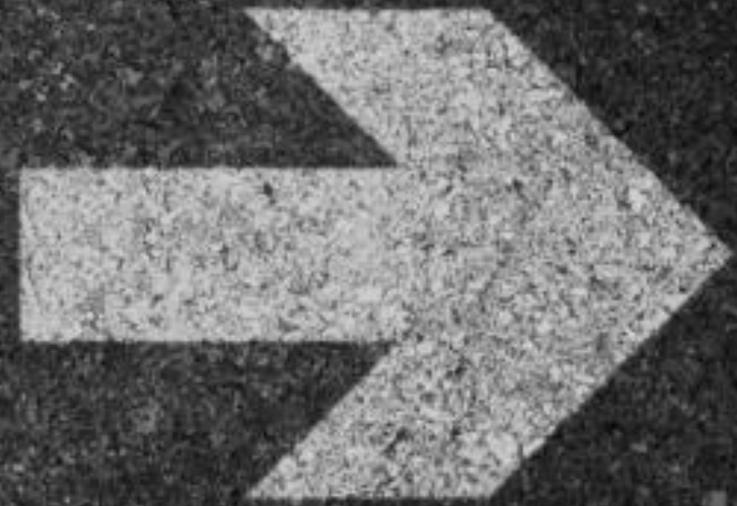
Individually...

- Revisit your personal VUCA situation (and which V-U-C-A elements it meets)
- Identify your choices using the Uncertainty Cycle and the benefits and consequences of each

“More is lost by indecision than wrong decision. Indecision is the thief of opportunity. It will steal you blind.”

Marcus Tullius Cicero

Examine your responses...



**What's the either-or scenario you have created for this situation?
Given what we know, what's a potential course of action?**

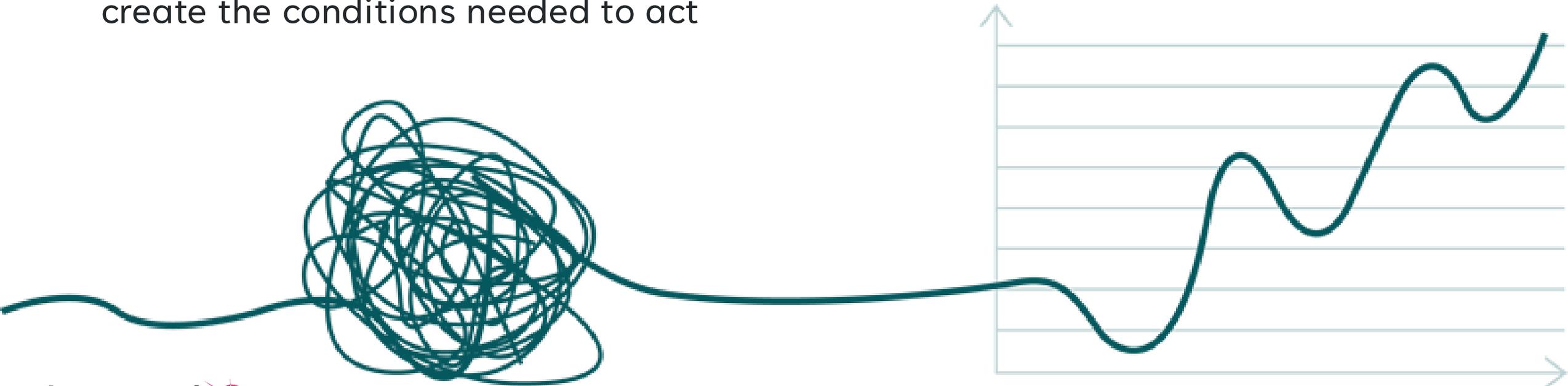


Put it into practice!

The next 14 days is the critical period for cultivating new habits

Identify a current situation at work which meets your definition of VUCA

- Examine your thoughts, feelings, and judgements using the Uncertainty Cycle
- Determine the choices for action as well as the benefits and drawbacks of each
- Define a plan for how you'll refine your VUCA situation to create the conditions needed to act





Check-out

What are you taking away from today's session?

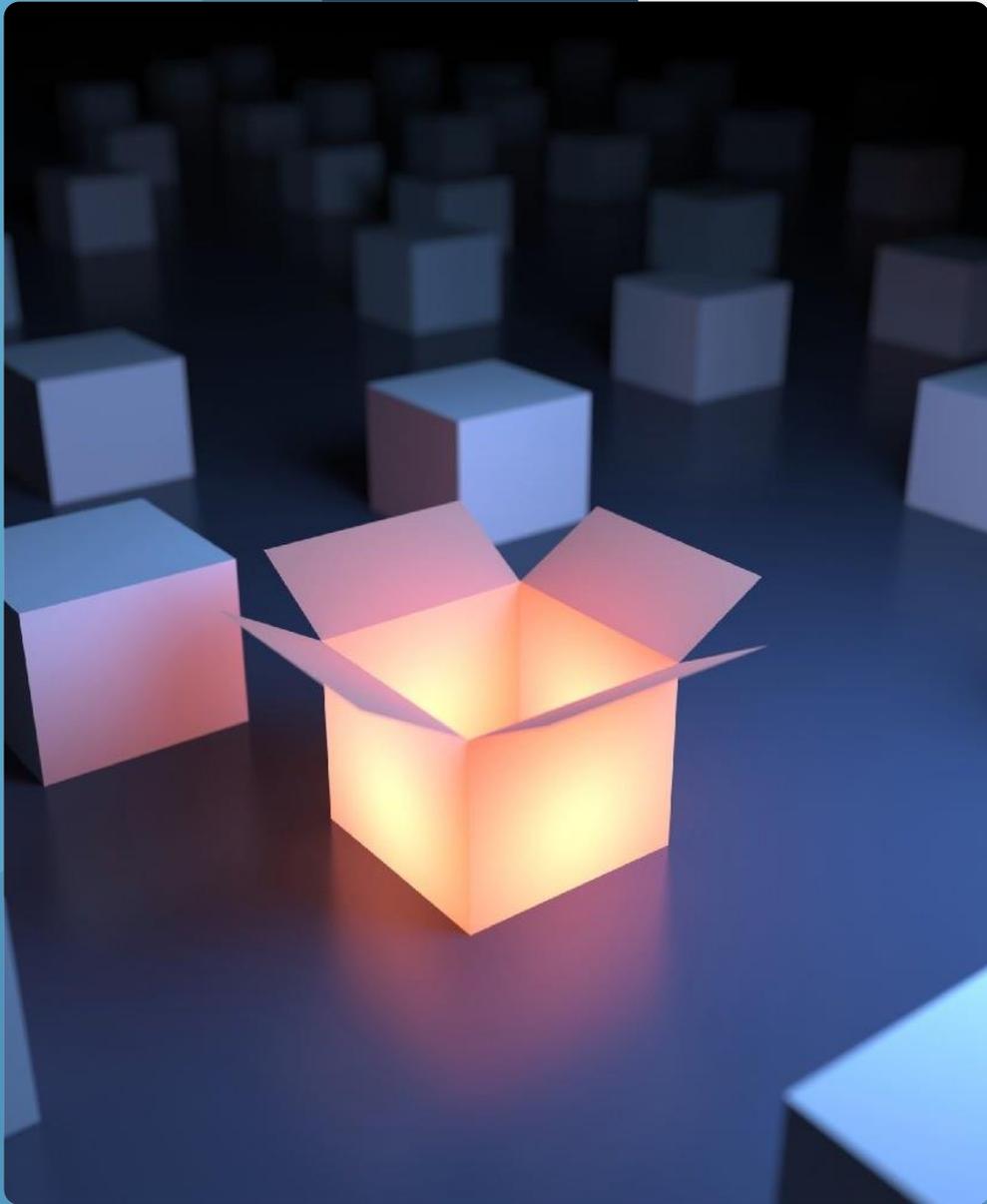
- One thought/feeling
- Big takeaway

Today's session drew from one of our 33 leadership modules:



Mindset Map





Check-Out

What are you taking away from today's session?

- One idea
- One action

Coaching Give-Away

- 3 x 60-minute coaching sessions
- Certified Leadership Coach
- MBIR & Personal Leadership Review



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