



A TOOLKIT FOR CHANCE

Helping leaders turn constant change
into confident, **everyday action**

||impact

Welcome to **your toolkit**

In this toolkit, you'll find **tips, prompts and exercises** for leading through change and uncertainty, all designed to help you:

- **Build awareness and trust** – Understand the complexity of change and strengthen trust within your team.
- **Stay grounded** – Maintain resilience when circumstances shift.
- **Communicate effectively** – Keep trust and engagement strong.

Think of this as a leadership toolkit you can return to whenever the future feels unpredictable. Each tip is actionable and focused on helping you lead with purpose - whatever challenges lie ahead. You'll also find reflection prompts and space to capture your thoughts and actions, so this becomes a resource that is tailored to you.

Ten practical **tips**

- 1 >> Connect with your emotions
- 2 >> Reflect on how you're showing up
- 3 >> Look beyond the easy story
- 4 >> Reframe setbacks as learning
- 5 >> Notice what your team needs most now
- 6 >> Communicate with clarity and care
- 7 >> Foster psychological safety
- 8 >> Connect people, don't let anyone drift
- 9 >> Pay attention to verbal & non-verbal cues
- 10 >> Be open to listen and learn, not just fix or win

1. Connect with your emotions



Name and normalise what you feel. **Awareness** helps you stay grounded and make better decisions in uncertain times.

What emotions are you noticing in yourself right now?

How might these feelings influence your decisions or behaviour?



TRY THIS »

At the start of the day, rate your current energy and emotional state from 1–10.

Ask yourself:

- *What's influencing that score?*
- *What do I need to do to stay effective today?*

Use your answers to make an intentional choice about how you'll approach the day.

2. Reflect on how you're showing up



Pause and ask, "What **impact** am I having?" Challenge self-limiting beliefs and choose behaviours that build trust.

How do you think others experience you during this change?

What is one shift you could make to show up in a way that builds trust?



TRY THIS »

Ask a trusted colleague:

What's one word that describes how I show up when things are uncertain?

Simply listen to their response and reflect on whether it matches your intention.

3. Look beyond the easy story



When things are uncertain, resist quick answers. Ask, "What else might be true?" and **focus on what you can influence.**

What assumptions are you making about this situation?

What else should I consider?



TRY THIS »

Think of a recent situation where things felt uncertain or unclear.

Ask yourself:

- *What conclusion did I jump to?*
- *What evidence supported that view?*
- *What evidence might have pointed to a different explanation?*

4. Reframe setbacks as learning



Stay **curious** and experiment.
Ask, "What can we learn here?"
Share lessons openly and
celebrate progress.

What recent challenge could you view as a learning opportunity?

What is one insight you can take forward from it?



TRY THIS »

Think about a challenge you're currently navigating.

Ask yourself:

- *What's working better than it was a month ago?*
- *What have we learned so far?*
- *How can we build on that?*

5. Notice what your team needs most now



Tune in to concerns, hopes and questions – **don't assume** you know what matters. Ask, listen, and adapt your support.

What signals are you seeing about what matters most to your team?

Who could you check in with today to understand their needs better?



TRY THIS »

Think about three people in your team. For each person, **write down:**

- *What I think they need right now*
- *How confident I am that I'm right*

Choose one person and check your assumption through a conversation rather than relying on your interpretation.

6. Communicate with clarity and care



Share what you know, acknowledge what you don't and keep people **informed**. Be mindful not to overpromise or oversimplify. Honest updates build trust.

What do you know for sure - and what don't you know yet?

How can you share this honestly without creating unnecessary worry?



TRY THIS »

Think about a change you're communicating.

Before your next update, **identify one uncertainty** that people may already be wondering about and address it directly rather than wait to be asked.

7. Foster psychological safety



In every conversation and interaction invite questions, value candour, and respond without blame. **Safety** fuels innovation and helps teams adapt.

How can you make it easier for people to speak up?

What is one phrase you can use to show openness and reduce anxiety?



TRY THIS »

In your next meeting, **make space for perspectives that haven't been heard yet** by asking *"What might we be missing?"*

When someone speaks up show curiosity, explore their perspective and thank them for sharing it.

8. Connect people, don't let anyone drift



Be intentional about **inclusion**.
Reach out, encourage
collaboration and watch for
signs of isolation.

Consider who might be feeling left out or disconnected right now?

What is one action you can take to bring them back into the loop?



TRY THIS »

Think about someone you haven't spoken with recently who may be affected by a current change within your organisation. **Schedule a conversation and ask:**

- *What are you finding most challenging right now?*
- *What would help you feel more connected, informed or supported?*

Look for one practical action you can take as a result of the conversation.

9. Pay attention to verbal & non-verbal cues



Notice what's said and what's not. Understanding **signals** helps you motivate, support and guide more effectively.

What are you noticing in tone, body language, or silence?

How can you check in without making assumptions?



TRY THIS »

In your next meeting **pay attention to:**

- *Who speaks first?*
- *Who hasn't spoken?*
- *Where do you notice energy, hesitation or silence?*

Then consider, what might these signals be telling you?

10. Be open to listen and learn, not just fix or win



Hold space for ideas and emotions. **Listening** deeply builds trust and sparks better solutions.

When was the last time you listened without jumping to solutions?

What is one question you can ask to understand before acting?



TRY THIS »

In your next conversation, resist the urge to solve the problem. **Instead, ask:**

- *Can you tell me more?*
- *What's most important about this for you?*
- *What else?*

See what emerges when your goal is understanding rather than fixing.



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