

A WEEK IN *Learning*

THE POWER OF AGILITY

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We have all experienced profound changes and uncertainty over the last several months, including the global pandemic, economic volatility, and recent events at the U.S. Capitol. It is human nature to feel uneasy and emotionally drained when these types of events occur. Further, unexpected change is happening more rapidly and becoming the “new normal”. However, if history has taught us anything, it is that humanity has been through strenuous times before. Through agility and strategic redirection, we emerge stronger and more resilient – every time.

PERSONAL AND BUSINESS AGILITY

Personal agility deals with your ability to respond to new situations in a quick, creative, and maintainable fashion when necessary. Cultivating personal agility involves adopting a growth mindset, embracing change, and investing in personal wellbeing through rest, exercise, and personal reflection.

Organizationally, transformative change during uncertain times occurs through a common sense of purpose. In order for us to maximize our abilities at Goodwill, we must continue to become even more agile so we may adjust quickly and seamlessly. **Business agility** involves the ability to pivot and respond to change, leading to continual surviving and thriving within an organization. It also includes the ability to quickly adapt to internal and external influences while retaining a competitive advantage.



“Success today
requires the agility
and drive to
constantly rethink,
reinvigorate, react
and reinvent.”

- Bill Gates

AGILITY IN HIGH PERFORMING TEAMS

While no one has a crystal ball to foretell disruption, agile teams share some common characteristics. Specifically, they are:

- Open to new information and concepts
- Calm when faced with adversity or difficult decisions
- Curious, creative and eager to propose new ideas
- Mindful of available time and resources
- Contemplative about lessons learned

Additionally, a study by global consulting firm, Korn Ferry, found that to succeed in our new world, high performing teams must demonstrate these skills, as well as authentic listening, decisiveness even when missing complete data, and innovative problem-solving.

These skills are critical because you never know where the next great idea will come from. The 3M Post-It note, for instance, was discovered accidentally by an employee who knew the sticky adhesive had been invented, but was unheeded by the company. When he posed the idea of the post-it note to management, it was almost rejected. “The 3M Company was initially skeptical about the product’s profitability, but in 1980, the product was introduced around the world. Today, Post-it notes are sold in more than 100 countries.” – How Stuff Works, 9 Things Invented or Discovered by Accident. ¹

¹ <https://science.howstuffworks.com/innovation/scientific-experiments/9-things-invented-or-discovered-by-accident.htm#pt4>