

Leading at the Edge of Chaos

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Seeking Turbulence

- No Stranger to Risk Management, Turbulence and Constant Change
- Nature of My Business – Problem Solver
- Chasing Law Breakers and Rule Breakers
- Rule Breakers = Possible Indicators of a Paradigm Shift in the Making
- Our Survival = Anticipating Trends, Changing Conditions and Shifts Give Us the Edge
- New Rules = Required a New Leadership Model
(As a Result, Everything Has Changed)

Leading On the Edge

- Fast Paced, Complex and Unpredictable
- Must be Fast, Flexible, Responsive, Resilient and Creative to Survive
- Chaos is Healthy, Encourages Creativity & Flexibility, also Creates Opportunity
- Continuum of Chaos – Stability, Problems, Adversity, Risk, Emergencies, Crisis to Full Out Chaos – Seizing the Opportunities

The Quantum Leap

- Foundational Principle – Your People Are Your Most Valuable Asset
- The Shift - Management to Leadership
- RCMP Shared Leadership
- Our Lessons Learned

- Once You Leap, There Is No Turning Back
- It Cannot Be One Leader Dependent – Must Be Engrained Into the Culture

Inside Out Approach

- Find Your Roots – Core Ideology/Vision
- Flush Out Your Principles & Values
- Continuous Environmental Scan
(Constant Risk Assessment on all Fronts)
- Identify Gaps - Act On Gaps
- Develop and Nurture the Culture
- Strategic Plan – Translated to Daily Action

Establishing Context

- Clarifying Shared Vision
- Focusing on Both Long & Short-Term
- Enriching the Collective Mindset
- Developing Alignment – Connecting the Dots
- Promoting Understanding – Clarifying the Noise (Multiple Modes of Communication)
- Bombardment of Messages –Tipping Point for Engaging the Critical Mass

De-Stabilizing Your Organization

- Creating Lofty Goals
- Ensuring the Rich-Flow of Information
- The Assessment Phase...Celebrating Failure
- Promoting the Diversity of Opinion
- More Than One Right Answer
- Holding Anxiety – Putting it into Proper Perspective and Functioning Effectively

Under Construction

(Cultivating the Organization)

- Promoting Ownership

- Enhancing Relationships
- Continuous Learning – Train, Train, Train
- Running With Your Passion – Nourishing the Human Spirit
- Coaching and Mentorship
- Leadership Succession Planning

Wellness Leadership

- Wellness Philosophy De-Mystified
- Walking the Talk – Execution
- Servant Leadership – First of Equals
- Job #1 Where Do I **NOT** Find Time?
- The Key – Is Exercising this Philosophy in the Moment of Choice
- Make Them Feel Worthy...“Culture of Trust” Will Slowly Begin to Develop

Personal Leadership

Living Your Guiding Principles

- Leading By Example = M.B.W.A.
- Servant Leadership - When to Lead From the Front, Middle or Rear
- Slack Time
- Humility, Sensitivity & Courage
- Consultation/Participative Patience
- Decision Making Model Up Front
- Release Philosophy – Letting Go!

CEO's Inner Circle

- Council of Command – Shared Leadership
- Rank Left at the Door – First of Equals
- Daily Work-Out Sessions – BSC in Action
- Managing Expectations
- Individual Employees – Full of Power
- Transfer of Authority & Accountability

- Just Listen...Your People Want to be Involved, Respected and Heard

When Crisis Calls

- Vancouver International Airport
September 11, 2001
(911)

- Street Racing Death
Constable Jimmy NG
September 15, 2002, Richmond B.C

High Impact / High Leverage Lessons Learned

- Develop Your People – Job #1
- De-Stress – Get Rid of the Thousands of Little Stressors On Your People
- Balance is a Myth – Prepare for Seasons
- Rewards & Recognition of All Types
- Make Work Fun
- When Thrown Out of Your S.O.P - Seize the Moment and Take Advantage