

Navigating uncertainty at work

Key insights from our cross-sector discussion | 9 July 2026

What participants told us	Uncertainty is becoming a constant feature of working life, bringing focus, confidence, judgement, curiosity, leadership and human connection into sharper view.		
Three themes dominated the discussion	 Focus, capacity and competing priorities People are balancing rising demands with protected time for focused, higher-value work. Survey responses included: <i>"20% of effort drives 80% of value-add outcomes."</i> <i>"Overworking to try and stay on top of things."</i>	 AI adoption and usefulness AI is helping people save time and structure their thinking, but adoption and confidence are inconsistent across teams. <i>"Which AI training should I harness... so many options."</i> <i>"Innovation is happening in silos."</i>	 Influence, agency and change Agency: how people influence change and create clarity within uncertainty. <i>"Am I in the driver's seat, the co-pilot, or in the back of the bus?"</i> <i>"Figuring out what I myself can do."</i>
Leadership insight	<i>"The leadership challenge I perceive is not to remove uncertainty, but to create enough clarity and confidence so that people can still find fulfilment in it. I was inspired in the session by the idea of reframing roles and giving individuals and teams the agency to do so themselves..."</i> — Archie Harwood, CEO, Harwoods Group AI is the visible challenge. It may be better understood as a magnifying glass exposing tensions around priorities, workload, leadership, influence, and ways of working. The opportunity is to use it deliberately - to create space for strategic thinking, stronger relationships, and higher-value work.		
We hope you leave with...	 A clearer sense of how others are navigating change  Ideas and new perspectives to apply  Reassurance that you're not alone We help you make sense of change, build confidence, and take next steps that feel practical, more connected and better aligned with your context. Business transformation • Culture and engagement • Learning and development • Strategy		