

Creating Clarity in Chaos: How Uncertainty Undermines Performance and What Great Practice Managers Do



Mary Kelly, PhD, CSP, CPAE, CDR

US Navy (ret)

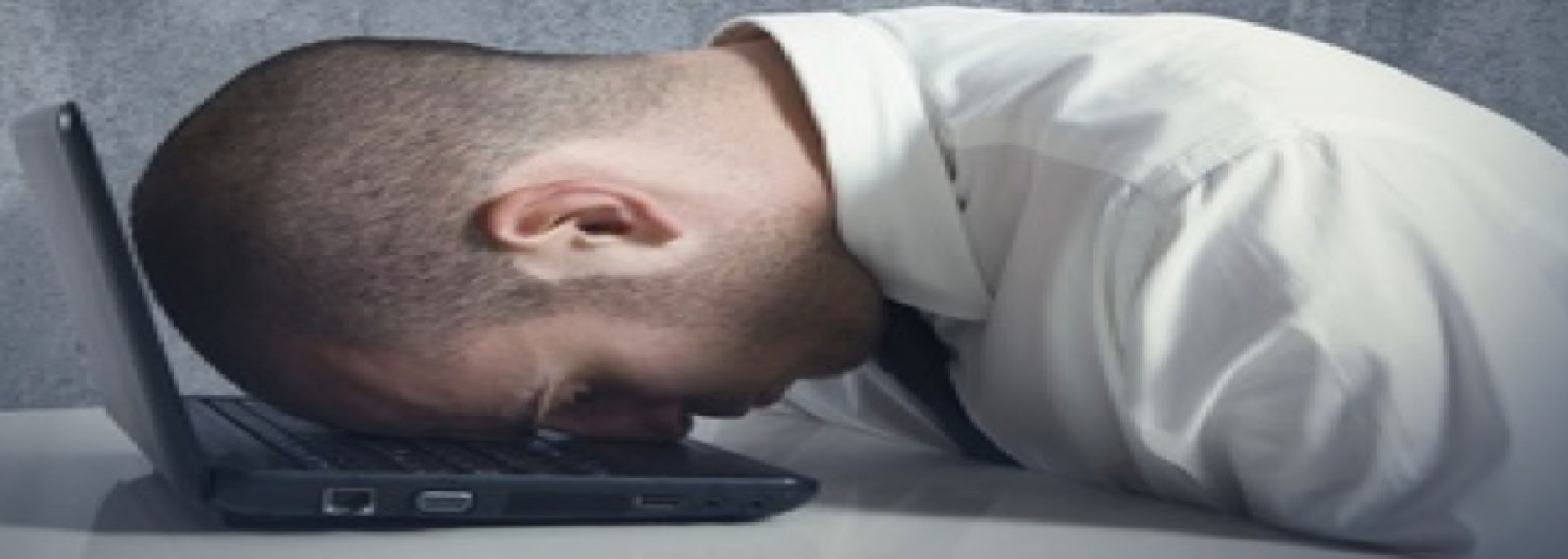


Commander/Doctor Mary Kelly

CPAE, CSP, US Navy (ret)



**Have you ever been
frustrated at work?**



**Do you feel that you are doing more than
your fair share for your team?**



**Have you ever
wanted others to
have a sense of
urgency?**



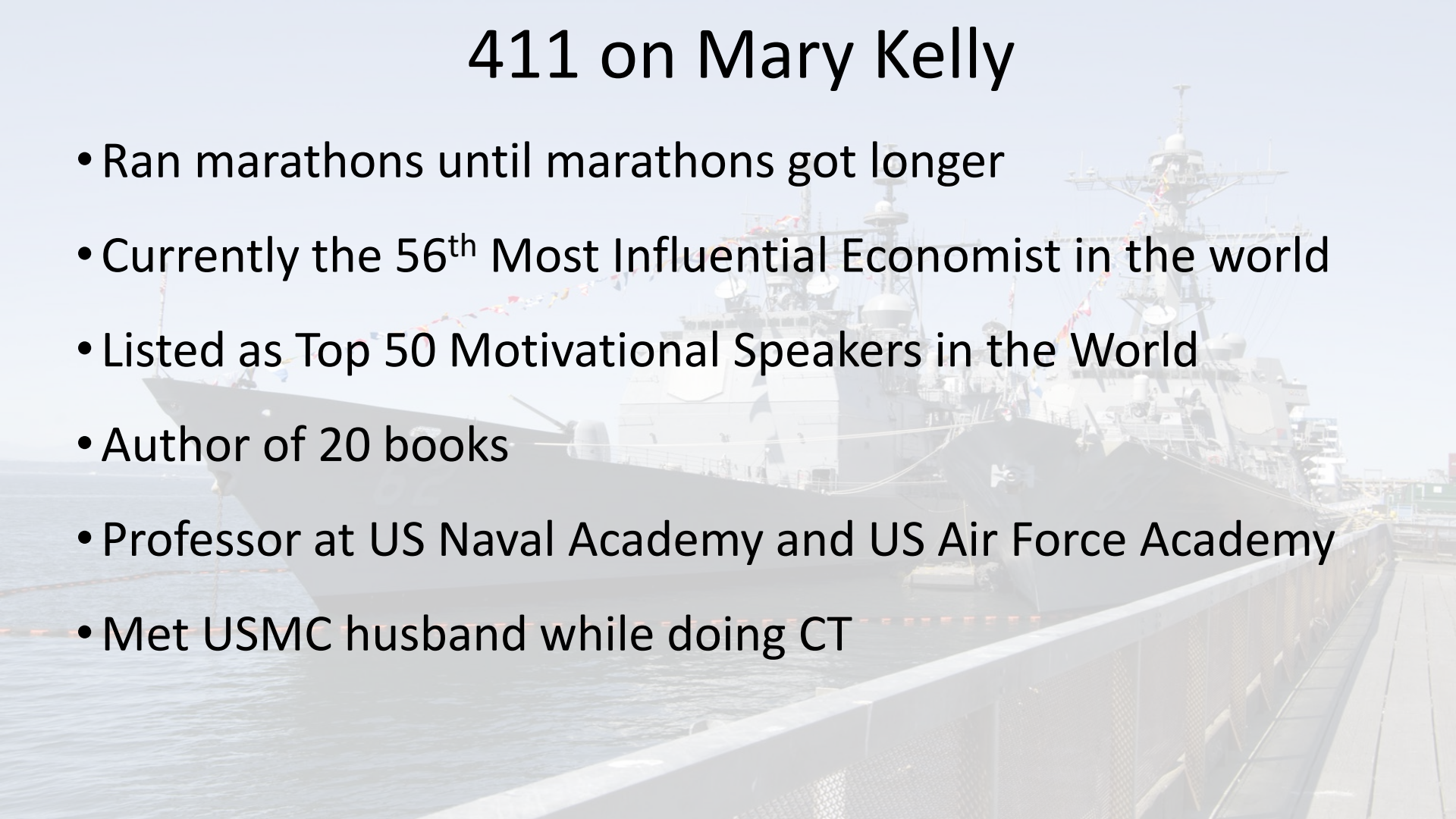


**Leaders have to
see what could
happen, and they
have to have a
plan**



411 on Mary Kelly

- Ran marathons until marathons got longer
- Currently the 56th Most Influential Economist in the world
- Listed as Top 50 Motivational Speakers in the World
- Author of 20 books
- Professor at US Naval Academy and US Air Force Academy
- Met USMC husband while doing CT



Crises are all around us



Geopolitical

- Hamas invades Israel
- Russia invades Ukraine
- China threatens Taiwan
- Iran claims nukes
- North Korea
- Terrorists
- Food insecurity
- Refugees
- Tariffs/Trade

Economics

- Taxes
- Inflation
- Housing/rental costs
- Jobs
- GDP
- National debt
- Labor force participation
- Labor costs
- Medical costs

Workplace

- Attract and retain
- Quiet quitting
- Great resignation
- Talent acquisition
- Employee engagement
- Morale
- Collegiality/Teamwork
- Regulations
- Citizens
- AI

Domestic

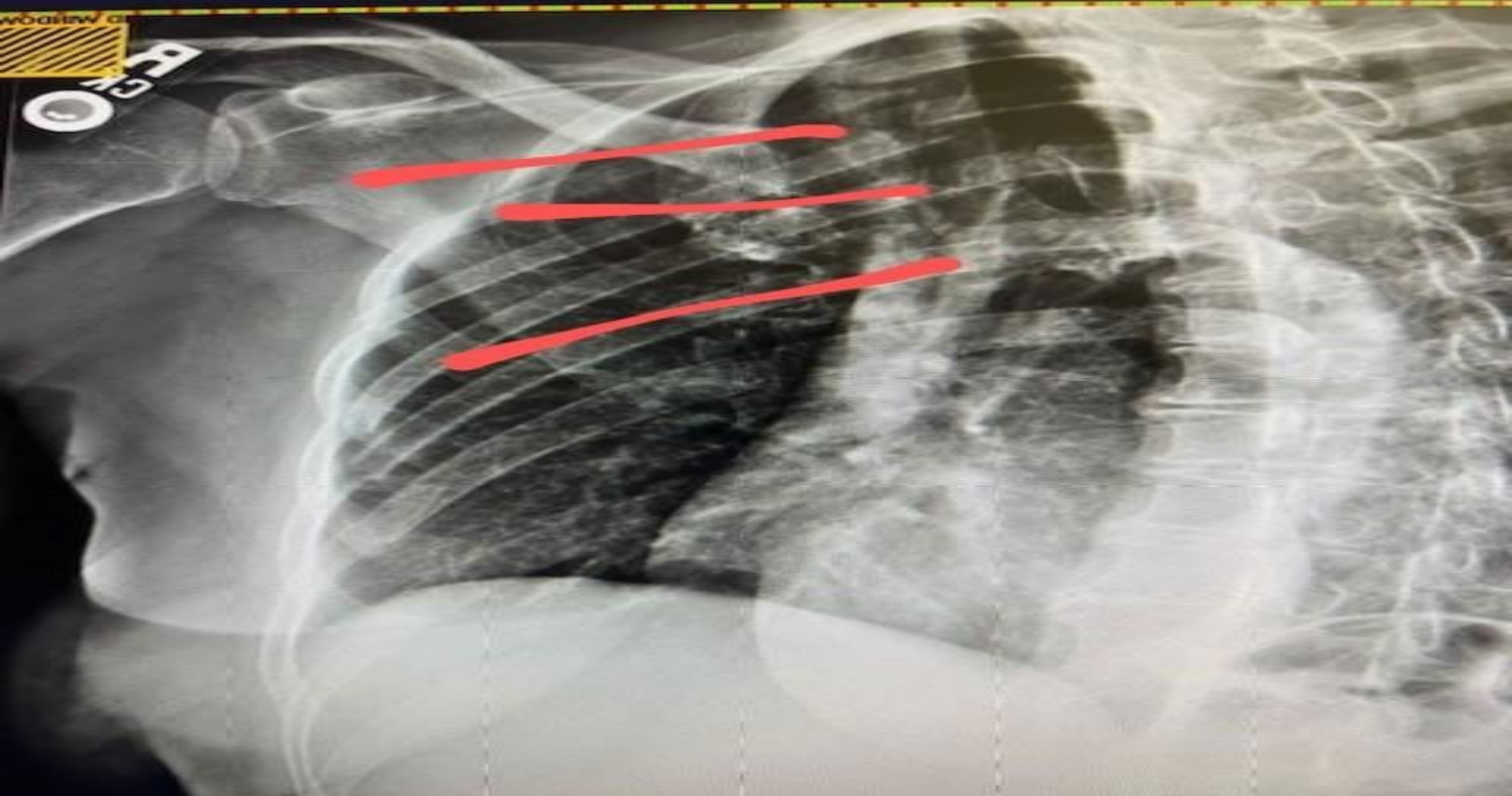
- Crime
- Justice
- Education
- Supply chains
- Immigration
- Elections
- Social capital
- Healthcare
- Climate issues





WINDOWN

100
100







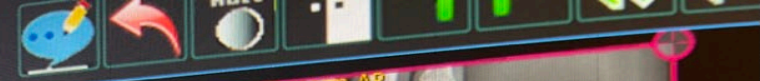
Online



Forearm LAT



Technique
Custom



Forearm AP



Technique

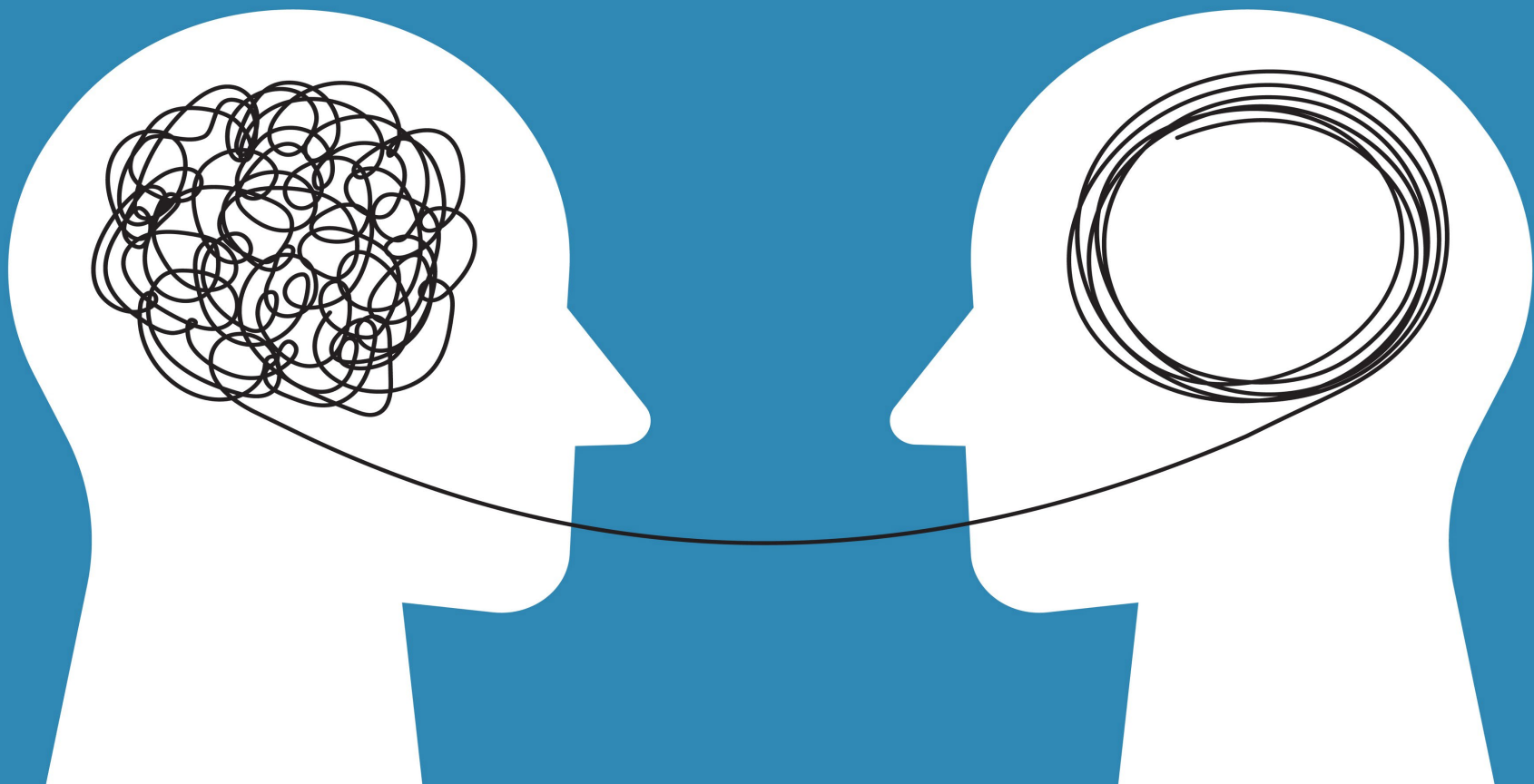












7

**Reasons
why
leadership is
tougher
now.**



1

There are more variables in the workplace.
There is more to know.
There is more technology to master, more complications with supply chains, personnel, budgets, legalities, and industry regulations.



2

Accelerating pace of change.

**Managing change is a
continuous process.**



3

Available resources and sourcing is no longer local, it is global. Leaders have to assess resource allocation based on international factors.



4



**Products and services deliveries
are more complex.**

5

**Leaders need
engaged
employees who are
intent on serving
patients, who want
everything right
now.**



6

**People are still feeling disengaged
and overwhelmed.**



7

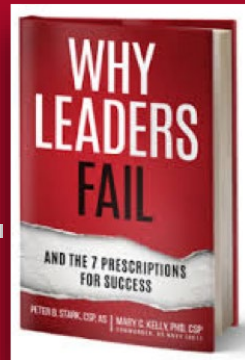
The stakes are higher.

**Taking risks can make
or break a city, country,
or company.**

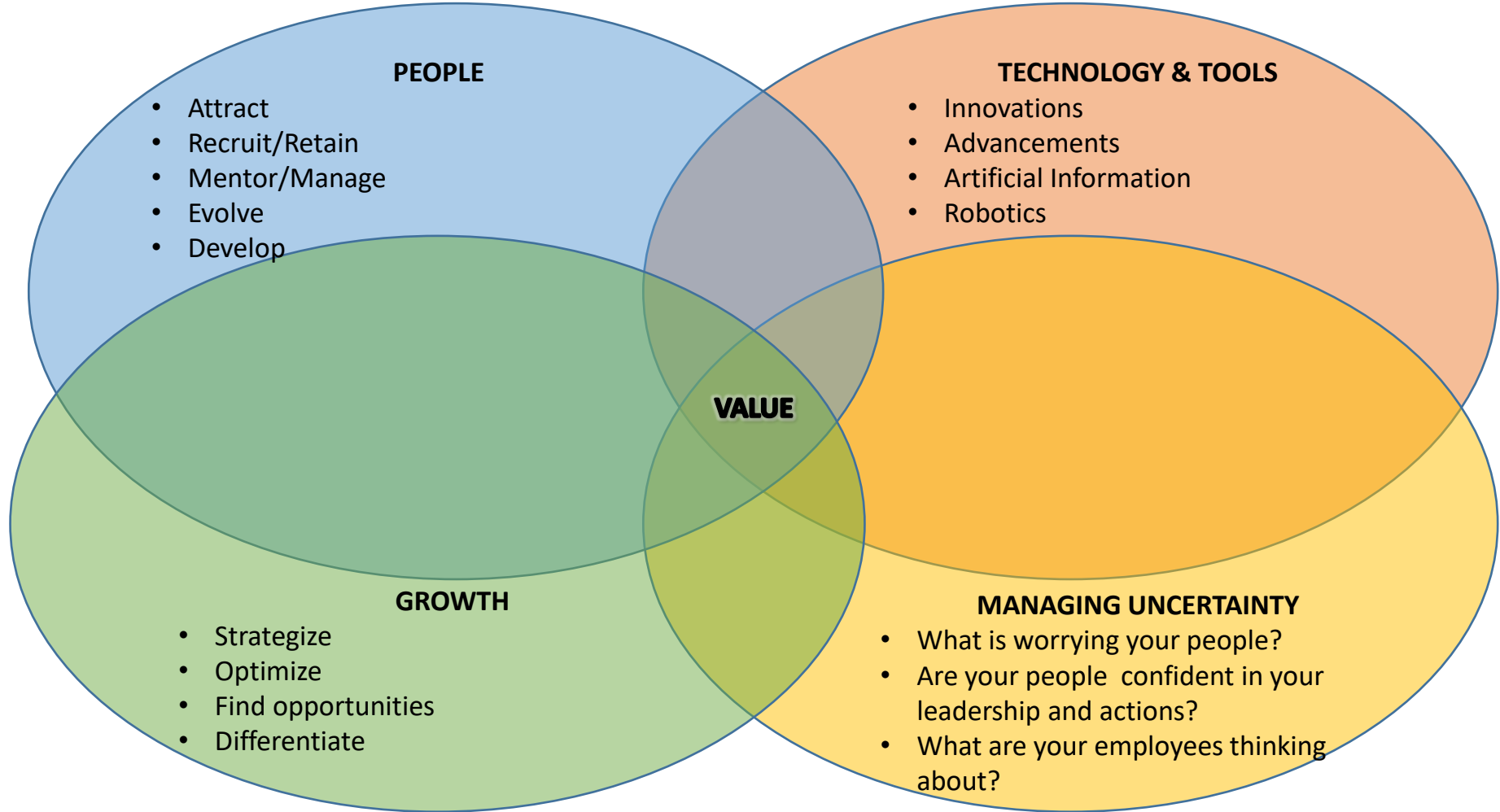




**Your success depends on your people.
The people side is hard.**



CREATING VISION FOR 2026 AND BEYOND



97%

of business owners
believe ChatGPT will
help them grow their
business



Forbes 2024

SO MUCH POTENTIAL...

- ✓ Efficient way to automate repetitive tasks
- ✓ Increase data collection
- ✓ Enhance employee engagement
- ✓ Improve employee productivity
- ✓ Better decisions based on patterns + insights
- ✓ More 24/7 responsiveness to user/citizen needs
- ✓ Minimize loss + risk
- ✓ Hire better-qualified candidates
- ✓ Train employees more effectively

The background of the image is a blue-tinted city skyline, likely New York City, with numerous skyscrapers. Overlaid on this background are several financial charts. A prominent candlestick chart with green and red bars is visible, along with a line chart showing fluctuations over time. The overall aesthetic is professional and data-driven.

21%

GDP increase by
2030 due to AI

WATCH FOR PITFALLS...

- ✓ People still need to do quality control
- ✓ Needs good collection mechanisms
- ✓ People don't understand the processes they manage
- ✓ People need soft skills, like critical thinking
- ✓ Depends on robust, quality data
- ✓ Cold, impersonal, and frustrating when it is wrong
- ✓ Monitoring leads to a lack of privacy
- ✓ AI bias & often lacks data
- ✓ Not a substitute for leadership & mentorship



75%
of Americans
worry about
misinformation
from AI

77%

of employees
worry that AI
will take jobs



Forbes 2024



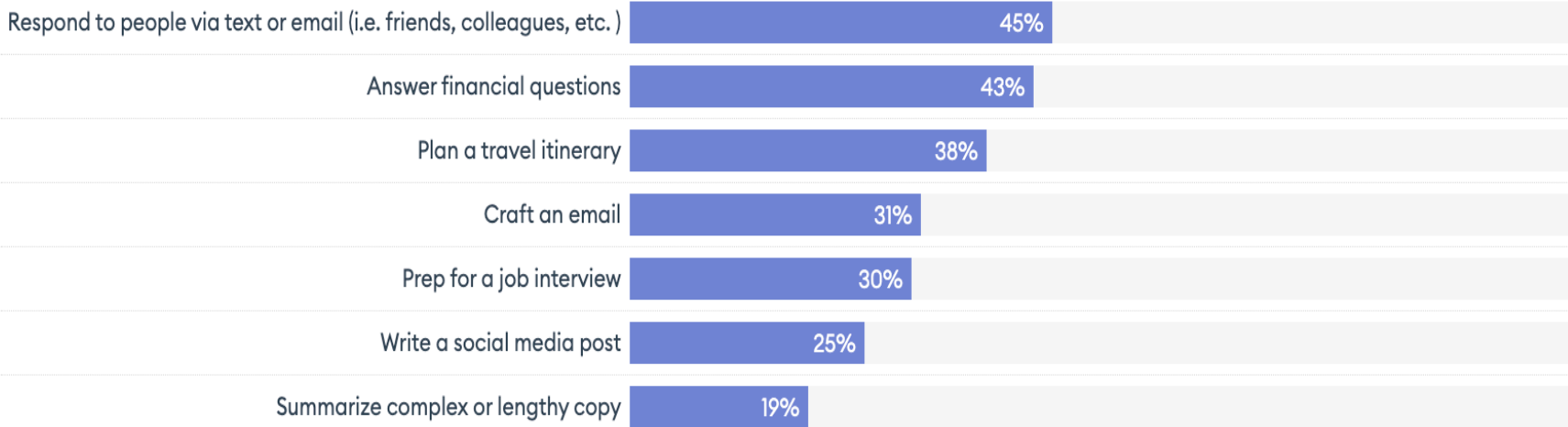
How AI Ready Is Your Organization?



Most Popular AI Uses in 2024

The most popular AI uses include responding to messages, answering financial questions, planning travel itineraries and crafting social media posts as its versatility transforms everyday tasks.^[7]

Most Common Way Consumers Plan to Use Artificial Intelligence





35%

say they do not have
the skills to manage
AI in the workplace

43%

of businesses are
concerned about
technology dependence



THE SKILLS GAP

Communication

Teamwork

Conflict
Resolution

Leadership

Professionalism

Self-Awareness

Accountability

Attitude

Critical Thinking

Problem-solving

Time
Management

Technological
Literacy

Cross Cultural
Competencies

Networking

Collaboration

Creativity

Innovation

Adaptability

Flexibility

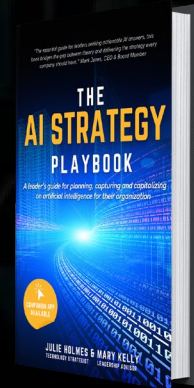
Emotional
Intelligence



WHAT LEADERS SAY...

Only **4%**

Have a roadmap for AI



AI Readiness
Assessment





5-MINUTE

5-Minute AI Strategy Plan, Part 1

AI is here and we need to have a plan. Developing an AI strategy is a critical step for businesses looking to leverage artificial intelligence effectively.

Here are the first 5 steps a business leader can take to start an AI strategy plan.

1. Define Your Objectives

Start by clarifying the objectives of your mentorship program.

- **Understand the possibilities:** Identify the specific business problems or areas where AI can have the most significant impact.

Our main objectives are:

- _____
- _____
- _____

2. Set Measurable Goals

Establish clear, measurable objectives for what the AI strategy should achieve.

Our main goals:

- _____
- _____
- _____

3. Assess AI Readiness

- **Evaluate Current Capabilities:** Assess the current technological infrastructure, data readiness, and in-house skills.
- **Identify Gaps:** Determine what resources, skills, or technology are lacking and need to be acquired.

The AI Strategy Playbook Assessment is at: <https://ai-readiness-for-leaders.scoreapp.com/>

Our gaps are:

- _____
- _____
- _____

4. Allocate Resources

Ensure there is a budget and resources dedicated to AI initiatives. Even though AI ultimately saves time, resources, and productivity, in the beginning, implementing the AI may require an investment.

5. Build a Skilled Team

- **Hire Experts:** Consider hiring AI specialists or upskilling existing staff.
- **Form Cross-Functional Teams:** Encourage collaboration between AI experts and other departments.

People who want to be more involved without AI initiatives are:

- _____
- _____
- _____

6. Prioritize Data Management

- **Improve Data Quality:** The data AI can use is only as good as the data the AI receives. Consider a closed AI network so that you realize the data that you are feeding it is robust, up to date, and accurate for the issues you are asking AI to consider. Ensure the availability of high-quality, relevant data as it is the foundation of effective AI.
- **Establish Data Governance:** Implement policies and practices for data management and security. Some data has privacy or legal restrictions that prevent it from being shared on open networks.



We need the right people

- Attract
- Recruit/Retain
- Mentor/Manage
- Evolve
- Develop





YOU HAD



ONE JOB

Build the
bench early

Continuously
update leadership
and succession
plan

Constantly
search for
talent

Great organizations

Encourage
2-way
mentorship

Provide
opportunities for
growth and
development







RETHINK
REPOSITION
NEW PLAN
SHIFT
PIVOT!
ALTERATION
MODIFY
CHANGE
COURSE
RESET

P = Purpose



5-MINUTE VISION PLAN

Our mission is what we do, such as "we play baseball."
A vision is "we are going to the World Series."
Leaders need to create a vision that gives people purpose and direction,
and coalesces them around a goal bigger than themselves.

Before establishing the vision, we need to know our mission.

What do we actually do?

Who do we serve now?

Think about the Really Big Picture to create the vision.

With a clearly understood mission, we can move into creating the vision.

Strategic thinking considers the big picture, potential changes, and every possible variable.

Who will we serve in the future?

In 5 years?

In 10 years?

In 20 years?

What major changes will we see in the future?

1.

2.

3.

How will these changes affect our purpose?

1.

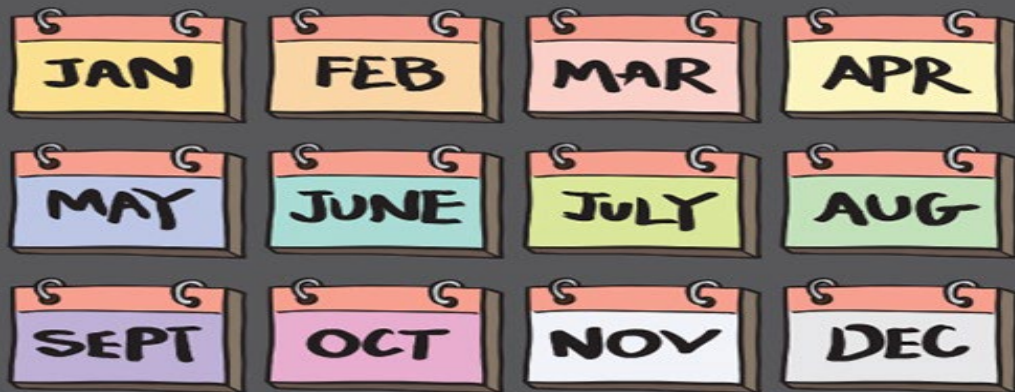
2.

3.

What legacy do we want to leave? What do we want to be known for?

If there were no constraints, what would we do?

What is our vision?



12 MONTHS OF ACTION

STRONGER STRATEGY

BETTER DECISIONS

FASTER RESULTS

MARY C. KELLY

www.ProductiveLeaders.com

JANUARY

BUSINESS SUCCESS AND ACCOUNTABILITY

Goals for the month:

1. _____
2. _____
3. _____
4. _____
5. _____

This month I want to do more of these activities:

1. _____
2. _____
3. _____

This month I want to do less of these activities:

1. _____
2. _____
3. _____

This month I resolve to delegate/outsource:

This month I am going to streamline this process:

This month I am going to complete this project:

This month I am going to resolve this situation:

I will contact these 3 people for advice:

1. _____
2. _____
3. _____

I will reach out to these 3 potential decision makers/clients:

1. _____
2. _____
3. _____

On a scale of 1 through 5, this month was a

5 ○ 4 ○ 3 ○ 2 ○ 1 ○
Fabulous Good Okay Meh Terrible

What could have made this month better?

1. _____
2. _____
3. _____

I am grateful for:

1. _____
2. _____
3. _____

This month I learned:

1. _____
2. _____
3. _____

JANUARY

BUSINESS SUCCESS AND ACCOUNTABILITY

Goals for the month:

1. _____
2. _____
3. _____
4. _____
5. _____

This month I want to do more of these activities:

1. _____
2. _____
3. _____

This month I want to do less of these activities:

1. _____
2. _____
3. _____

This month I resolve to delegate/outsource:

This month I am going to streamline this process:

This month I am going to complete this project:

JANUARY

BUSINESS SUCCESS AND ACCOUNTABILITY

Goals for the month:

1. Lose 20 pounds
2. Clean the house
3. Drink more water
4. Make \$100,000 more!
5. Negotiate world peace

**I = Influence/
Inspire**

Communicate
more than
you think you
should





Which picture appeals to you most?

1. Coffee

2. Beach

3. Testimonial

4. Animals

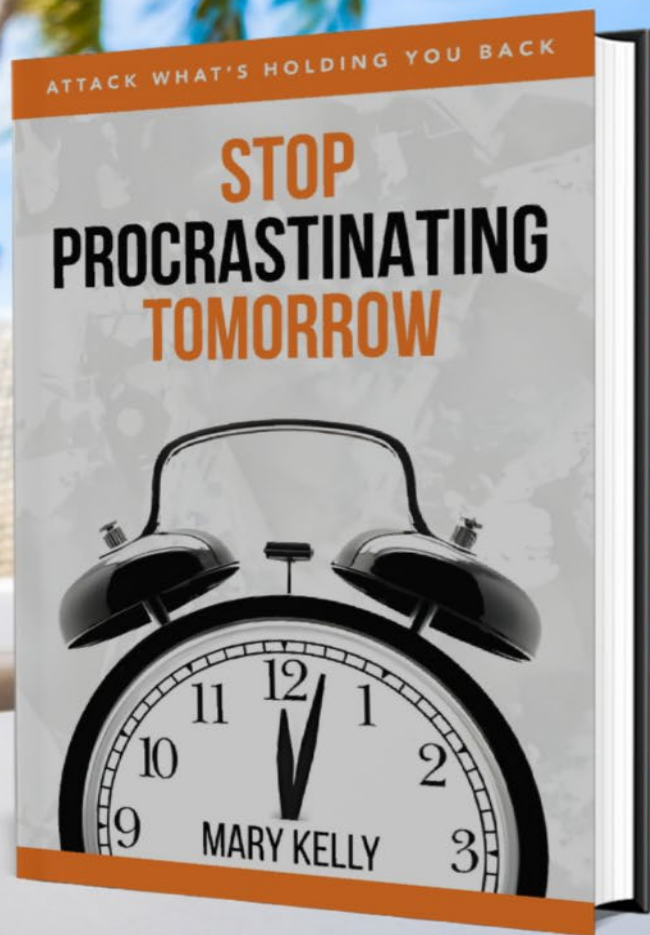
ATTACK WHAT'S HOLDING YOU BACK

STOP PROCRASTINATING TOMORROW



MARY KELLY





A SHOCKINGLY



GOOD BOOK!

A BOOK YOU'LL DEFINITELY



WANT TO GET YOUR PAWS ON!

THIS BOOK IS SO GOOD



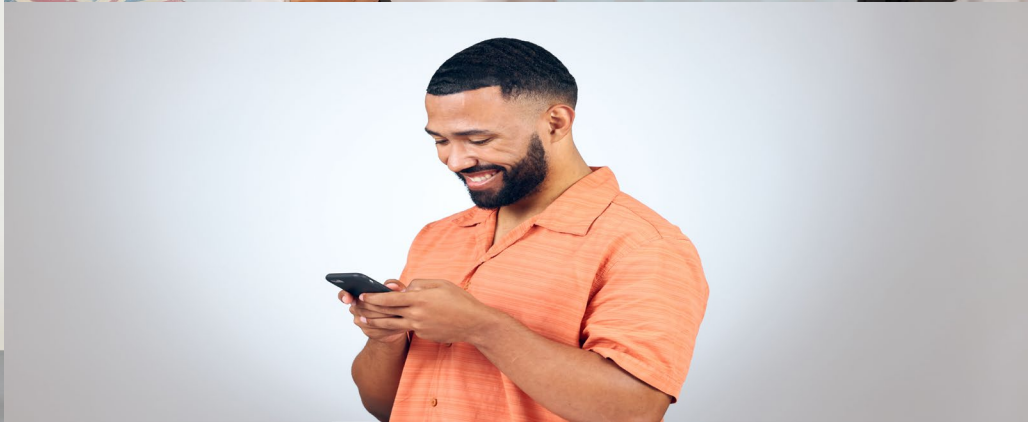
**YOUR CAT WILL WANT
TO READ IT**

v = Volatility









O = Opportunities



COVID-19 ESSENTIALS





T =
Tools/Training/Tech







10





[illegible]



5-MINUTE DAILY PRODUCTIVITY PLAN

DATE: _____

| Calls to Make | |
|-------------------|-----------|
| Phone # or Person | Regarding |
| | |
| | |
| | |
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| Appointments/Meetings | |
|-----------------------|--------------|
| Time | Person/Place |
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| Appointments/Meetings | |
|-----------------------|--|
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| Follow Up | |
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| To Do | |
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| Today's Accomplishments | |
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THE TREASURE CHEST OF RESOURCES! (\$497 value for all audiences)

Leader's Blind Spot Assessment

12-Month Business Success and Accountability Planner

Who Comes Next Tools Workbook

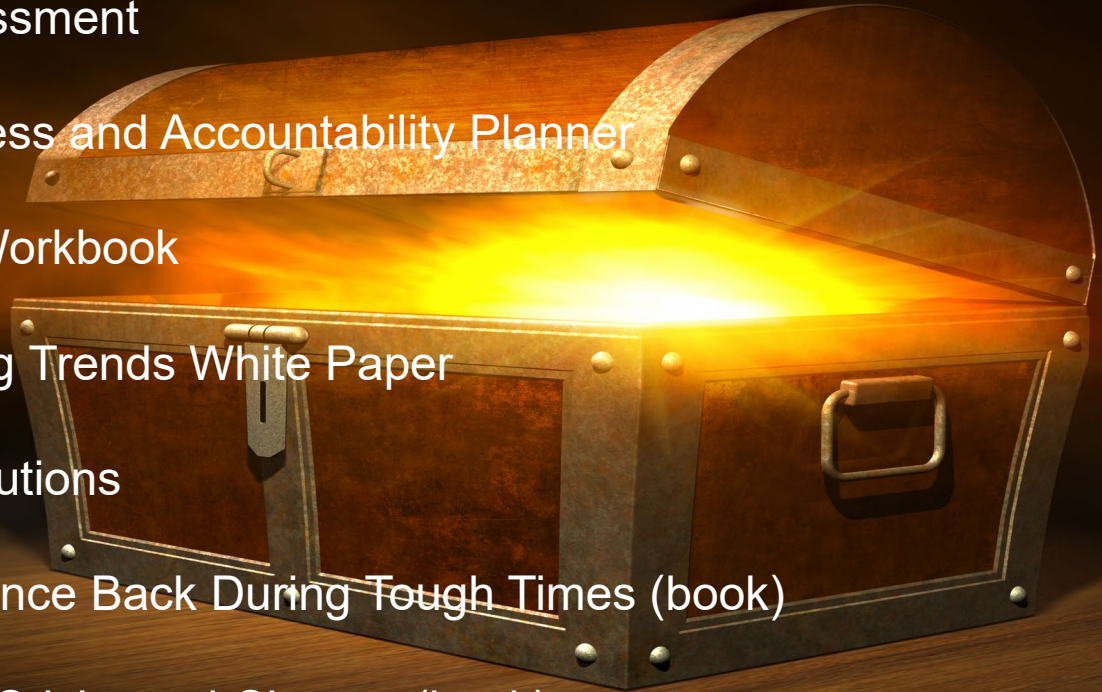
2023 Succession Planning Trends White Paper

17 of Mary's 5-Minute Solutions

Resiliency: 7 Skills to Bounce Back During Tough Times (book)

Dealing With Uncertainty Crisis, and Change (book)

How to Manage Difficult People (book)





Text the word dog to 66866

ProductiveLeaders.com/2025-success



The Leaders Blind Spots Assessment



DISCOVER YOUR BLIND SPOTS!

Get Immediate Results blindspots.com

Authorized use of the Official Blind Spot Assessment

The Official Blind Spot Assessment

GET STARTED

The Leaders Blind Spots Assessment

SELECT ONE ANSWER

**Choose the word pair that best describes
you.**

Put yourself in a work environment. Don't overthink it.

Thinker – Inquisitive

Animated – Charming

Loyal – Sacrificing

Ambitious – Bottom Line

COMPETITOR

Some strengths:

| |
|-------------------------|
| <i>Driven</i> |
| <i>Confidence</i> |
| <i>Brave</i> |
| <i>Like a Bulldozer</i> |

MOTIVATOR

Some strengths:

| |
|--------------------|
| <i>Charismatic</i> |
| <i>Optimistic</i> |
| <i>Passionate</i> |
| <i>Impulsive</i> |

Caution

Watch for:

| | |
|--|---|
| <ul style="list-style-type: none"> • Tasks over relationships • Greedy • Workaholic • Power-hungry • Win at any cost • Impatient | <ul style="list-style-type: none"> • Arrogant • Opinionated • Obstinate • Insensitive • Abrasive • Too risky • Too outspoken • Too forceful |
|--|---|

Caution

Watch for:

| | |
|---|---|
| <ul style="list-style-type: none"> • Talks over others • Excitable • Inattentive to details • Unrealistic • Wishful thinking • Lack of follow through | <ul style="list-style-type: none"> • Glosses over tension • Exaggerates • Personal attacks toward others • Not focused on details |
|---|---|

CONTROLLER

ANALYZER

Some strengths:

| |
|--------------------|
| <i>Accurate</i> |
| <i>Inquisitive</i> |
| <i>Focused</i> |
| <i>Cynical</i> |

CONNECTOR

PEACEMAKER

Some strengths:

| |
|-------------------------|
| <i>Reliable</i> |
| <i>Service oriented</i> |
| <i>Loyal</i> |
| <i>Conciliatory</i> |

Caution

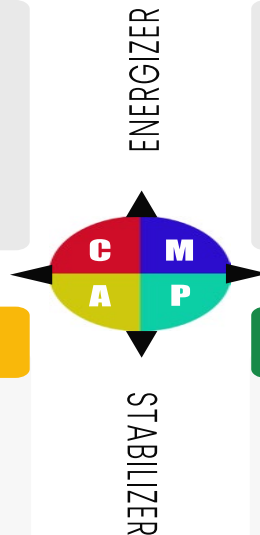
Watch for:

| | |
|---|--|
| <ul style="list-style-type: none"> • Analysis paralysis • Overly critical • Arrogant • Defensive • Passive-aggressive tactics • Cynical | <ul style="list-style-type: none"> • Isolated (doesn't play well...) • Unbending • Slow to change decisions • Stubborn • Myopic |
|---|--|

Caution

Watch for:

| | |
|---|--|
| <ul style="list-style-type: none"> • Tendency to avoid change • Tendency to avoid risk • Withdraws under pressure • Avoids tension • Overwhelmed by deadlines • False loyalties | <ul style="list-style-type: none"> • Internalizes frustrations • Gives in to please others • Easily swayed to help • Taken advantage of • Indecisive • Sacrifices self • Ignores problems |
|---|--|





Improve productivity and morale!



► **Mary C. Kelly**

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