

## PART 1

# DEALING WITH UNCERTAINTIES

## UNDERSTANDING UNCERTAINTIES

Organisational changes, such as ICA transformation, can result in feelings of uncertainty for the leaders and officers of ICA. Here's why you may feel uncertain, and the impacts of these feelings.

### WHY DO PEOPLE FEEL UNCERTAIN DURING ORGANISATIONAL CHANGE?



Lack of information and communication



Feel as though no one can help



Lack of confidence in their abilities to manage change



Feel like they have a lack of control over the situation



Difficult to predict the outcome of change (i.e. change process, people's attitudes, team dynamics)

### IMPACTS OF PROLONGED UNCERTAINTY



Increased stress levels



Distrust in organisation/ one's own abilities



Lower morale



Lower job performance



Lower job satisfaction



Increased intention to leave



Leaders play an important role in managing officers' feelings of uncertainty, as well as their own uncertainties towards organisational change in order to lead their teams through change effectively. Scroll down to read more about how leaders can manage uncertainty.

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## PART 2

# DEALING WITH UNCERTAINTIES

## MANAGING YOUR UNCERTAINTIES AS LEADERS

Leaders also experience uncertainties during organisational changes but you need to manage them as your team looks up to you during the change. Here are 3 tips to help you manage your uncertainties!

### BE AN ADAPTABLE LEADER



- With a positive mindset, you can become more adaptable and reduce your uncertainties.
- **TIP:** View the change as an opportunity and visualise a future where the changes benefit you and/or the organisation.

### CREATE A SHARED UNDERSTANDING



- Leaders also need sufficient information regarding the change to reduce their uncertainties.
- **TIP:** Engage and interact with other leaders to seek clarification regarding the changes.

### MAINTAIN COMPOSURE



- Manage your emotions to avoid making impulsive decisions so that you can lead your team effectively.
- **TIP:** Reflect on your emotions to recognise your own uncertainties and maintain composure, as your feelings can influence your officers.

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## PART 3

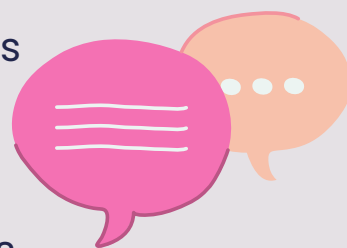
# DEALING WITH UNCERTAINTIES

## MANAGING THE UNCERTAINTIES OF OFFICERS

Leaders play an important role in helping officers manage their uncertainties and become more open to the changes. Here are 3 tips for leaders to help officers manage their feelings of uncertainty.

### REGULAR COMMUNICATION

- Officers want to know the details of the changes and how they are beneficial.
- **TIP:** Provide clear and detailed information regarding the changes regularly so that officers have an increased understanding towards change.



### BE OPEN-MINDED

- Be open to officers' opinions to address and reduce any uncertainties they have regarding the change.
- **TIP:** Organise dialogue sessions with your team to understand and address any concerns regarding the change.



### TREAT EVERYONE EQUALLY

- Treat every officer fairly to reduce fear and stress so that they will be more supportive of the change.
- **TIP:** Check in with all the officers and be transparent on the reasons behind certain decisions that are potential points of friction, i.e. deployment.



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