



Summoning Your Superpowers for the Post-Pandemic Future and Beyond

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The COVID-19 pandemic and recent social unrest have fundamentally changed the way the professional services industry and our governments choose to operate. While looking up to anticipate the post-pandemic business climate, the future evokes similar social concerns of economic uncertainty, a potential second wave of the virus, and societal social party movements. What is clear is that we cannot simply return to the old normal, instead we must embrace our flexibility for the new normal. When we face extraordinary circumstances, it is always transformation. Whether we intend to transform or not, it happens naturally as everyone in every facet of an organization.

The transformation is an opportunity that can be leveraged to make us better leaders, be more mission-oriented employees, and become resilient like in the best, strongest version of ourselves. Individual behavior and organizational mindset can help make all of us successful as organizations and individuals as we focus on achieving success.

Our team at TSI has found that people who succeed in uncertain times and bring about remarkable results in their business endeavors and in their personal lives attain mastery in four specific areas. We've called these concepts our own the Special Acquisition Model of 4-SAM public services as part of our OAMP Resilience, Effectiveness and Potential Program and observed similar positive results that result in higher employee morale, more engagement and higher productivity. There are quantifiable results that can be measured by either the Federal Employee Workplace Survey for government employees or the your organization's climate assessment.

These four mastery are more important now than ever. We, too, can tap into your "superpowers" and measure them around you with the following mastery:

- 1. Personal Mastery** - cultivating commitment, curiosity, and courage. Commitment to your goals. Curiosity that stretches your imagination, introduces you to new ideas, and helps you find new solutions to problems. Courage to embrace the same open, take risks, and be willing to learn from failure. Individuals at all levels can bring solutions step out of their comfort zone to embrace challenges, help a colleague, and do more.
- 2. Interpersonal Mastery** - focuses on being able to connect, communicate, and collaborate. Connect,



and collaborate with people across diverse backgrounds. Communicate new ideas and approaches to complex old problems and unforeseen challenges. Collaborate using technologies that stretch knowledge and skills. We'll be positioned for success as we work to best practice around these elements.

- 3. Organizational Mastery** - a critical tool used to attain and grow success. All employees must have a deeper understanding of their contribution and the processes and products they provide. We must see how it all fits together in the big picture. This allows us to make smart, better informed decisions for the success we desire.
- 4. Multicultural Mastery** - respecting, elevating, and integrating diverse mindsets whether you are formally a supervisor or not. Today's "General Employee" is different than we considered them to be last year. Your team and colleagues are looking to you for cues and now is the time to create an environment that fosters industry and development to create sustainable achievement in your organization.

We can all succeed now through for the post-pandemic future and beyond, to achieve remarkable results for our customers, our organizations, and ourselves. **W**