



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 government clients operate. While leaders try to anticipate the post-pandemic business drivers, the future remains unclear amid concerns of economic uncertainty, a potential second wave of the virus, and untold social parity measures. What is clear is that we cannot simply revert to the old normal; instead we must reinvent our businesses for the next normal. When we face extraordinary circumstances, it is always transformative. Whether we intend to transform or not, it happens naturally to everyone in every facet of an organization.

This transformation is an opportunity that can be channeled to make us better leaders, be more mission-oriented employees, and become superhero-like as the best, strongest version of ourselves. Individual behaviors and organizational mindsets can help each of us summon our superpowers and reinvent our futures to achieve 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 rolled these concepts out across the Navy's acquisition workforce of ~65,000 public servants as part of our LEAP (Leadership Effectiveness and Potential) Program and observed similar positive trends that result in higher employee morale, more engagement and higher productivity. These are quantifiable results that can be measured by either the Federal Employee Viewpoint Survey for government employees or by your organization's climate assessment.

These four masteries are more important now than ever. You, too, can tap into your "superpowers" and motivate those around you with the following masteries:

- 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 eschew the status quo, take risks, and be willing to learn from failure. Individuals at all levels are being asked to step out of their comfort zones to confront challenges, help a colleague, and do more.
- 2. Interpersonal Mastery:** focuses on being able to connect, communicate, and collaborate. Connect,



understand, and empathize with people across diverse backgrounds. Communicate new ideas and approaches to solve old problems and unheard-of challenges. Collaborate using technologies that stretch knowledge and skills. We'll be positioned for success as we accelerate best practices around these elements.

- 3. Organizational Mastery:** a critical tool amid a crisis and post-crisis. All employees must have a deeper understanding of their coworkers 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, future-oriented decisions for the outcomes we desire.
- 4. Motivational Mastery:** engaging, elevating, and energizing those around you whether you are formally a supervisor or not. Today's "Essential Employee" is different than we envisioned 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 inclusivity and development to create sustainable achievement in your organization.

We can all summon our strengths for the post-pandemic future and beyond, to achieve remarkable results for our customers, our organizations, and ourselves. ■