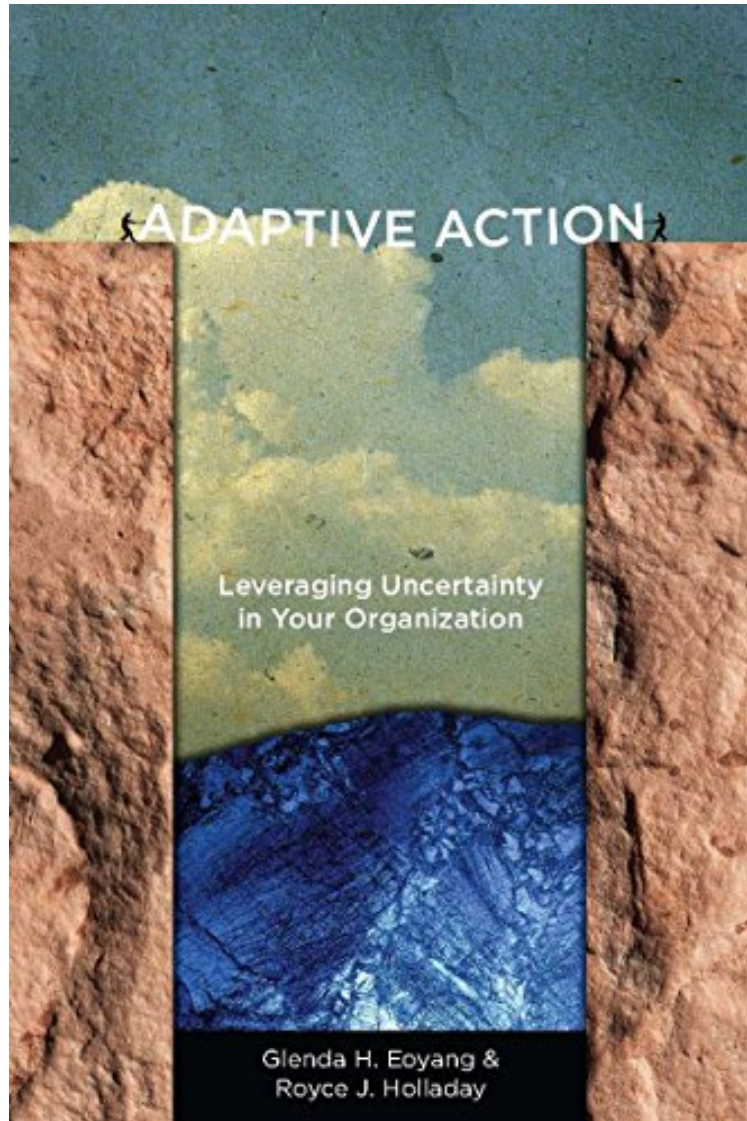


## Adaptive Action: Leveraging Uncertainty in Your Organization

*Glenda H. Eoyang, Royce J. Holladay*  
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**Glenda H. Eoyang, Royce J. Holladay : Adaptive Action: Leveraging Uncertainty in Your Organization** before purchasing it in order to gauge whether or not it would be worth my time, and all praised Adaptive Action: Leveraging Uncertainty in Your Organization:

1 of 1 people found the following review helpful. A really effective tool / process for actionBy Christi Olson, Ph.D.I find Adaptive Action a great sourcebook for change work. it is well written, and though some of the ideas take a bit of adapting - like the simplicity of what? so what? now what? even in the thorniest of situations, it's easy to get in the flow. I'm a practitioner, and admit to having to use the tools a few times before I felt at ease, but once you do this a couple of times it really works. I just facilitated a strategy and roadmap session with some executives and it went

amazing well. The clients didn't get hung up on the process too much and instead focused on the issues and conversations that they needed and wanted to have. Also the CDE description and tool is very useful. I used that with great success to solve a thorny product development rollout issue. Adaptive Action is now my natural filter for how I view my organization and world. I'm even adapting some of it to my coaching work. In all, the real deal. Buy a bunch for your friends - they'll thank you. And hats off to Glenda and Royce, the authors, for their important contribution. I'm all for Adaptive Action!! 1 of 1 people found the following review helpful. Core of my course on complexity By Deat L LaCour Dr. Eoyang provides an effective handbook for practitioners seeking to leverage the Adaptive Action model and related tools. As an I/O psychologist, I keep this one on the shelf and close to hand. Dr. Deat LaCour, NTL faculty 0 of 0 people found the following review helpful. Act Adapt Act By L. J. Great construct and useful metaphors.

Rooted in the study of chaos and complexity, Adaptive Action introduces a simple, common sense process that will guide you and your organization into reflective action. This elegant method prompts readers to engage with three deceptively simple questions: What? So what? Now what? The first leads to careful observation. The second invites you to thoughtfully consider options and implications. The third ignites effective action. Together, these questions and the tools that support them produce a dynamic and creative dance with uncertainty. The road-tested steps of adaptive action can be used to devise solutions and improve performance across multiple challenges, and they have proven to be scalable from individuals to work groups, from organizations to communities. In addition to laying out the adaptive action framework and clear protocols to support it, Glenda H. Eoyang and Royce J. Holladay introduce best practices from exemplary professionals who have used adaptive action to meet personal, professional, and political challenges in leadership, consulting, Alzheimer's treatment, evaluation, education reform, political advocacy, and cultural engagement; readying readers to employ this new toolkit to meet their own goals with a sense of ingenuity and flexibility.

"Adaptive Action offers new ways to think about the limitations in traditional planning: it enables you to name and explore the uncertainty in your systems; it promotes shorter cycles of action and feedback, enabling you to respond to unexpected events and take corrective action more quickly." (Leadership Excellence) "Staying a step ahead is very difficult, but Adaptive Action provides the tools and questions that every leader should ask at work and at home. Presenting a simple, flexible, and iterative approach that includes inquiry, discovery, shifts, and action, this book provides a blueprint for everyone looking to increase organizational capacity and creative thinking." (Cindy Elkins, Vice President IT Americas at Genentech) "Adaptive Action does an excellent job of building on the theories and methods that underlie our current thinking about complexity. Eoyang and Holladay provide an introduction to practical tools that, before now, have not been gathered into one volume. They organize these resources in a way that takes the reader progressively deeper into the application of adaptive action and brings complexity into greater focus. This book demonstrates how a powerful, but simple framework can uncover deeper meanings and influence change." (Maya Townsend, Founder and Principal Consultant) "Adaptive Action takes a giant leap forward. It moves us closer to understanding how complexity impacts us, our organizations, and society. Then, it reveals how we can be proactive in managing today and influencing tomorrow." (David W. Jamieson, University of St. Thomas and Past President) About the Author Glenda H. Eoyang is the founding Executive Director of the Human Systems Dynamics Institute and author of *Facilitating Organization Change: Lessons from Complexity Science*. Royce J. Holladay is the Director of the Network for the Human Systems Dynamics Institute.