



PUBLIC  
KNOWLEDGE®

# PK IMPACT Leadership™



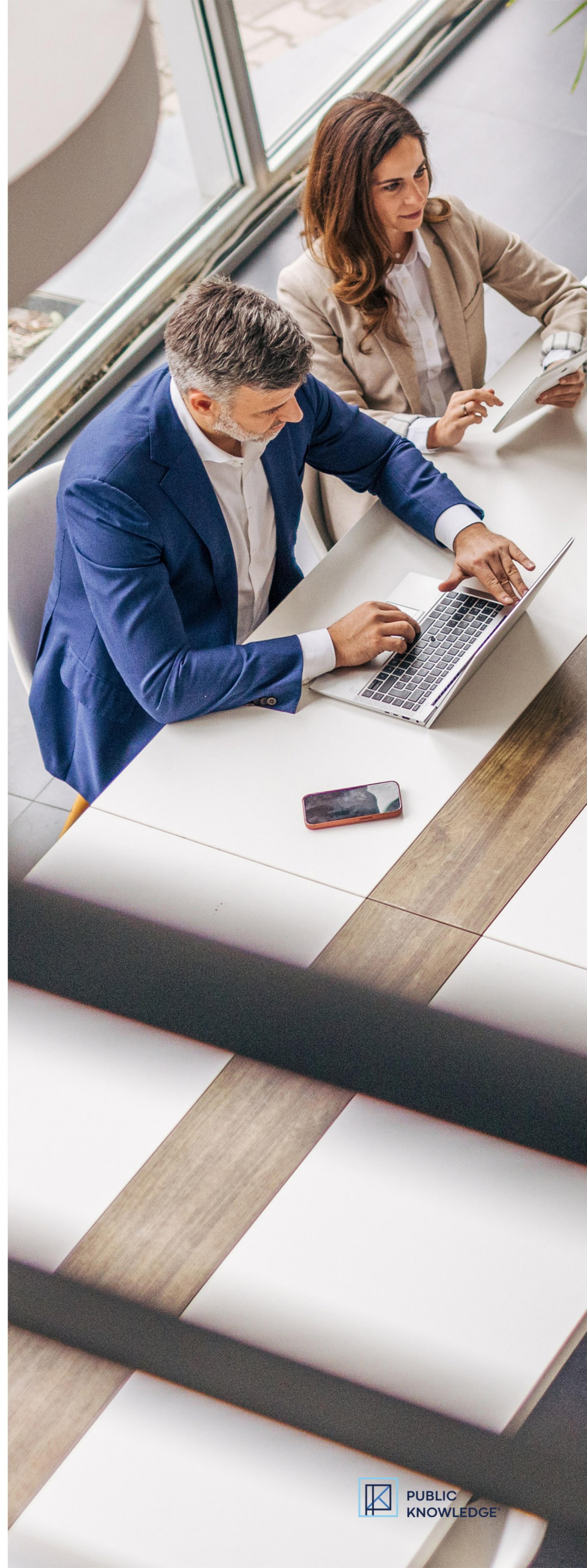
# Leaders today face constant change.

**Technology is progressing rapidly, and workplaces are adjusting to new demands. Meanwhile, employees are under constant pressure to keep learning, which can lead to anxiety, resistance to change, and a loss of trust.**

Almost three decades ago, the U.S. Army War College coined the acronym **VUCA**, volatility, uncertainty, complexity, and ambiguity, to describe this turbulent environment. To manage VUCA effectively, agility is necessary at the individual, team, and organizational levels.

Agility shows up differently at each level of an organization. At the individual level, it means responding effectively to challenges, learning new technologies, and managing stress. Within teams, agility depends on quickly understanding changing situations and communicating clearly to make better decisions. At the organizational level, it requires staying aware of the environment, identifying emerging risks and opportunities, and responding with purpose.

**Public Knowledge® (PK)** offers the **PK IMPACT Leadership™ workshop** as a solution for leaders of all different types of organizations. This program is designed to develop agile and high-impact teams, and individuals by focusing on leadership.





## Navigating Uncertainty

Research and practice show that agility, at the person, team, and organizational levels, is necessary for effective management of VUCA. About 20 years ago, Elaine Pulakos and her colleagues introduced the concept of “adaptive performance” to describe individual agility.

This includes:

- ✓ **Responding effectively to challenges**
- ✓ **Learning new tools or technologies**
- ✓ **Managing stress**

For teams and groups, agility often involves a combination of rapidly making sense of new situations along with the norms that support robust interaction and dissent to elevate decision-making quality. At the organizational level, agility involves ongoing sensing and monitoring of the environment and of the organization’s stakeholders to detect and respond quickly to weak signals of threats or opportunities.

## The Problem

Based on evidence, recent research, and reports, leaders today face challenges related to adapting to new technology, holding space for being adaptive and innovative in problem solving, equipping leaders and teams to manage ever-changing workplaces, and embedding a culture of continuous learning<sup>1</sup>.

**Leaders are challenged to navigate uncertainty in the workplace, especially when it affects employee confidence and creates anxiety or resistance to change. These conditions can also erode trust and credibility.**



<sup>1</sup> Korn Ferry. (2025, April 1). Top 5 Leadership Trends of 2025. Korn Ferry. <https://www.kornferry.com/insights/featured-topics/leadership/top-5-leadership-trends-2025>

# The Solution

We develop leaders who respond confidently to change and strengthen their teams' performance.

**PK IMPACT Leadership™ is a comprehensive workshop** that equips leaders with knowledge, skills, and tools **across six essential areas**:

**Ideas.** Building and facilitating an environment in the workplace where employees feel valued, involved, and respected for their viewpoints, ideas, perspectives, and experiences they bring.

**Mindfulness.** Being fully present and attuned to the moment, which enhances focus, decision-making, and overall leadership effectiveness in the ever-changing and VUCA world.

**Purpose.** Defining and articulating the “why” for the organization, aligning individual values with the organization’s mission, and creating a sense of direction, commitment, and belonging.

**Authenticity.** Acting with integrity, honesty, and transparency, and aligning actions with values and beliefs. creating a sense of direction, commitment, and belonging.

**C** **Connections.** Building genuine relationships and fostering trust through open communication and productive conflict.

**T** **Teams.** Establishing and implementing team norms, team-based decision making, and healthy meeting hygiene for increased productivity.

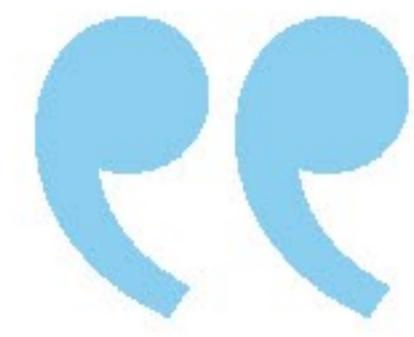
Our facilitation of PK IMPACT Leadership™ workshops demonstrates to leaders how guided conversations encourage creativity and innovation while identifying strategies and goals in a VUCA environment. Our experiential learning includes **self-awareness growth in personal leadership styles and how they affect their teams** and organizations. If leaders can plan for change and broadcast that they are advocates for planned changes, their likelihood of successful change is increased. We offer “**change champion**” models that teach participants how to develop a plan for organizational change management and navigate and lead change.

## Decisions are most effective when made by teams.

However, consensus decision-making takes time and should be used when there is a lot of data or the decision is complex and needs buy-in. That's why we focus on building high-functioning teams: to determine who should be involved in the decision-making process and how we can best achieve our goals to improve outcomes.

Our leaders learn how to arrive at team-based decision-making, develop a decision matrix, use tools for healthy team conflict, and develop “what’s most important” goal planning.





What I loved the most about it was that you customized it to what our needs were. I came to you and I said, 'I'm having this problem.' And you said, 'Okay, we can fix that.' It really did address, in a short period of time, a lot of the things that I was seeing with the team...and so I want to say thank you for creating that for us, for listening, and for really designing something that was impactful. I think it built a foundation that we can continue to build on as a team together with the tools that we gained from the training.

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Featured in Season 3, Episode 9 of the Igniting Impact Podcast  
Carla West, Division Director of Human Services for Child Support, Economic Services, Aging, and Operations at North Carolina Department of Health and Human Services

## Benefits and Outcomes

We have designed and delivered hundreds of training courses for government agencies across the country, both in person and virtually. Our team has also provided coaching for staff at every level, from frontline employees to executive leaders. This work draws on implementation science, organizational change management, and research in adult learning, applying evidence-based strategies in ways that

**meet the needs of adult learners.**

Leaders who have experienced the PK IMPACT Leadership™ workshop gain a greater understanding of:

- ✓ **Building impactful and high-trust teams**
- ✓ **Cultivating empathy, solving problems, and being more innovative in an ever-changing environment**
- ✓ **Developing organizational clarity**
- ✓ **Becoming a more self-aware and authentic leader**
- ✓ **Supporting and building teams to accomplish organizational goals**
- ✓ **Facilitating processes for team-based decision making and more effective meetings**



## Conclusion

The PK IMPACT Leadership™ workshop is tailored to each client, yet its foundation delivers actionable strategies that strengthen leaders' effectiveness and enable teams to perform at their best, with lessons that continue to shape leadership and collaboration well beyond the training itself.