

BRUNO MARION

Make chaos your friend!

Find here a summary of how to make you and your organization thrive in a chaotic world.
Test, experiment and see what can work for you 😊

And tell me what you think about it. Give me your feedback and your own ideas, I will share them...

Stop thinking linear, go fractal!

Use fractal images such as your new glasses to understand the world as it is instead of how it no longer is.

Search «fractal images» in Google. You'll discover many examples and will thus get your mind to recognize fractal images and to think “fractally” more naturally. Don't try to think too much, just admire them 😊. Try also “fractal nature” to see plenty of examples nature gives us. You'll see, it truly is inspiring!

Think AND instead of OR. For example: “my clients are also my suppliers”, “my competitors are also my partners”, “luxury AND low cost”, etc.

Also, if you're hesitating between two things, choose both of them. At least try it. If it ends up not being possible, it'll make way for other opportunities, giving you access to new ideas.

- Read a book (not an article on the internet) at least 30 minutes a day.
Slow down AND accelerate: know how to browse the web quickly AND read a big book.
- Learn to learn, learn to unlearn, and learn to learn again.

Prefer roles rather than functions. Let your collaborators choose a role, or roles for themselves, for example:

- *Ambiance setters*: ambiance regulators, they make that the work environment and mutual exchanges are pleasant. Let's have fun!
- *Mediators*: conflict regulators, they help to solve conflicts while respecting the ethics of the organization
- *Experts*: knowledge regulators, they make sure that everyone has the best knowledge in a certain field. They can, for example, have a company blog, a wiki page or a forum on a particular subject
- *Reporters*: information regulators, they are true company journalists, specialized in story-telling, that go looking for information (and don't only share information given from the top of the hierarchy)
- *Tech guys*: technology regulators, they see to it that the best IT is known and mastered

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by all

- *Innovators*: innovation regulators, they make sure that the best of creativity techniques are diffused
- *Godparents*: integration regulators, they see to the proper integration of new members of the organizations. It's getting even more important that they are of an increasing diversity.
- *Coaches*: competence regulators, they make sure that each member of the organization progresses in his own path of evolution
- *Incubators*: they are hunters of the pioneers in the organization. They look for those who adopt new approaches, methods and tools. They look for the early adopters. They find them, eventually put them together and ensure they get access to a place where they can freely meet and exchange ideas. They protect them from burdens and resistance from the rest of the organization. An incubator knows that new ideas and new approaches that are validated by the pioneers will propagate as naturally as a virus within the rest of the organization

Less control, more regulation

In a chaotic world, control no longer works. So, regulatory processes are put at work: small processes which change the final result in a very important way.

- **Be more process driven and less result driven.** It's the only way to obtain results in an unpredictable and chaotic world
- **Don't check your email before 11 a.m.** (unless answering emails is your job...)
- **Try doing "stand ups" meetings**
- **Offer silence:** offer yourself and offer others 30 seconds of silence before starting a meeting
- **Replace "YES BUT" with "YES AND"**
- **Implement more games** (gamification)
- **Implement more collective goals.** And try to abandon individual goals in your organization as much as possible

Be more resilient!

A chaotic world is a world with more crises, often linked to each other, and amplifying one another.

- **Have regularly updated emergency back-up plans**
- **Prepare a Crisis Communication Plan**
- **Ask yourself:** how could I take advantage of uncertainty and confusion? It's often a hard exercise to do (as it's often easier to envisage the worse outcomes than the best ones)... which often ends up giving surprising answers!
- **Read the Anti-Crisis guide:** I will soon send you a link for the anti-crisis guide, read it 😊

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Be a butterfly, be a pioneer and use *the butterfly effect*

Thanks to the butterfly effect, you've never had so much power in a chaotic world!

- **Don't be scared**
- **Don't frighten others**
- **Involve, from the beginning, all your collaborators in any change.** Top-down changes simply don't work in a chaotic world.
- **Provide a meeting place for your pioneers.** Pioneers feel isolated, and, more often than not, they really are! Provide a physical or virtual place, in a room or an online forum where they may exchange ideas with other pioneers in your organization. They'll then have the feeling of not being alone and of being part of a community.