



Adaptive Action: Leveraging Uncertainty in Your Organization

Glenda Eoyang, Royce Holladay

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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.

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