

# I didn't see that Coming!

HOW DO I PIVOT AND SHIFT?



Information Governance  
Knowledge Management  
Compliance  
People  
AI  
Policy  
Security  
Privacy  
Technology  
Matter Mobility









# How do you eat an elephant?





# How do you boil the ocean?





# Instructions



- Group into Teams of 3-4
- Open the Envelope
- Work as a team and develop a solution for the issue
  - (It doesn't matter that you come up with the correct solution, just a solution!)







# WHY PRIORITIES CHANGE

- ▶ DYNAMIC BUSINESS ENVIRONMENTS
- ▶ SHIFTING ORGANIZATIONAL GOALS
- ▶ UNEXPECTED CHALLENGES AND OPPORTUNITIES





# EFFECTS ON WORKFLOW

- ▶ DISRUPTION OF ONGOING TASKS
- ▶ POTENTIAL STRESS AND FRUSTRATION
- ▶ NEED FOR FLEXIBILITY AND ADAPTABILITY





# INDICATORS OF CHANGING PRIORITIES

- ▶ NEW DIRECTIVES FROM MANAGEMENT
- ▶ CHANGES IN MARKET CONDITIONS OR CLIENT NEEDS
- ▶ RESOURCE REALLOCATION





# EFFECTIVE COMMUNICATION

- ▶ REGULAR UPDATES FROM LEADERSHIP
- ▶ OPEN LINES OF COMMUNICATION WITH TEAM MEMBERS





# CLARIFY EXPECTATIONS

- ▶ SETTING CLEAR OBJECTIVES FOR NEW PRIORITIES
- ▶ ENSURING ALIGNMENT WITH OVERALL GOALS





# PRIORITIZATION TECHNIQUES

- ▶ Matrix
  - ▶ Urgent v. important tasks
  - ▶ Focus on what truly matters
  - ▶ ABC Analysis
    - ▶ Categorizing tasks by importance and urgency





# Flexibility and adaptability

- ▶ Embrace change
  - ▶ Develop a positive mindset
  - ▶ View change as an opportunity for growth
- ▶ Be proactive
  - ▶ Anticipate potential shifts in priorities
  - ▶ Stay informed about industry trends





# Delegation and collaboration

- ▶ Effective Delegation
  - ▶ Identify tasks that can be delegated
  - ▶ Empower your team members
- ▶ Collaborative Approach
  - ▶ Work together to address priority shifts
  - ▶ Share responsibilities and resources





# Managing stress

- ▶ Maintain Perspective
- ▶ Push Back Appropriately
- ▶ Keep Communication Flowing





# Managing Your Mindset





# Questions?





# THANK YOU!



Head of Information  
Governance

Withers Worldwide

[Susan.Gleason@withersworldwide.com](mailto:Susan.Gleason@withersworldwide.com)

<http://linkedin.com/in/smgleason>

