



Thriving in Uncertain Times

- Donna Needs
- May 13, 2025
- 10:30 a.m. – 12:00 p.m.
- ICF Toronto Chapter





1. Introductions



Donna Needs, PCC



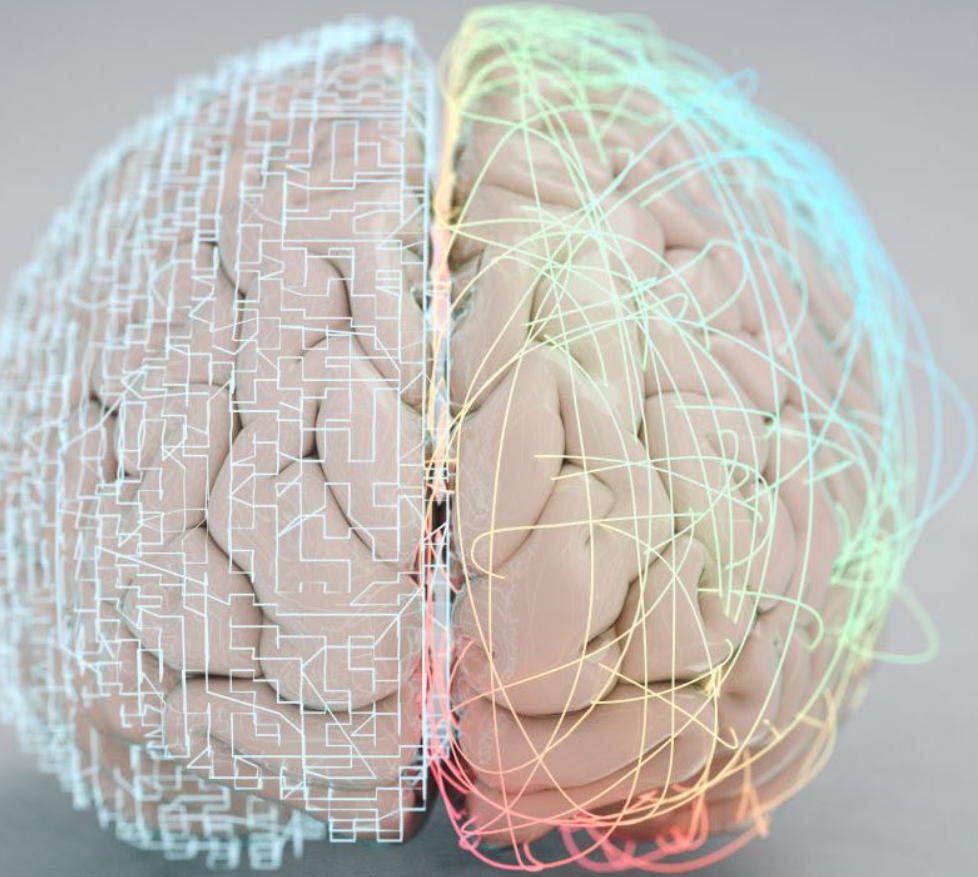
Why this topic?



“The wisdom is in the room,” Henry Kimsey-House, founder CTI



Please be prepared to take notes



Outcomes

1. Define certainty and uncertainty
2. Describe how the human brain processes uncertainty.
3. Explore current circumstances and perceptions
4. Discover ways to improve wellbeing while experiencing uncertainty
5. Create a plan for next steps



Agreements

- Confidentiality – hands up
- Turn on your camera if you can
- Interactive – please participate - type in chat or raise your hand
- Honour time – I may “intrude.”
- Let’s be “coach like.”
- Anything else?



Define Certainty/Uncertainty

- Certainty?
 - What do you think?
- Uncertainty?
 - How would you define it?





Activity 1

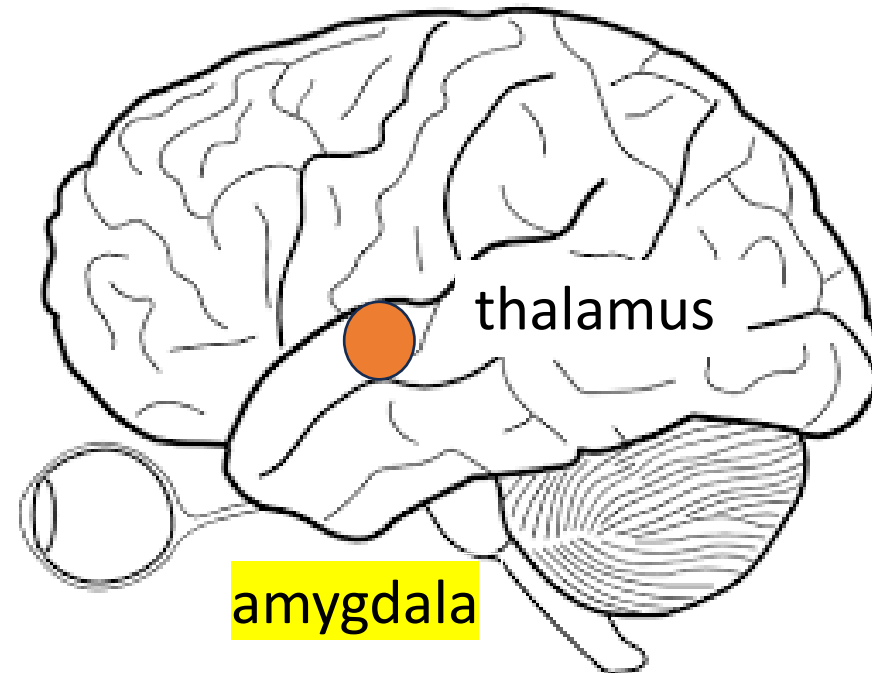
1. Write/type your answers to the following questions:
 - Do you feel like you are thriving in uncertainty? Yes/No
 - How much do you value certainty out of in general /10?
 - How uncertain are you feeling about the future right now? /10
2. In small groups, discuss these questions.
 - Spend 10 minutes total discussing
 - Pick a rep to present to the group:

Sharing

- Rep from each group shares what they learned
- Remember confidentiality
- What are we noticing?

How the brain processes uncertainty

Prefrontal
cortex

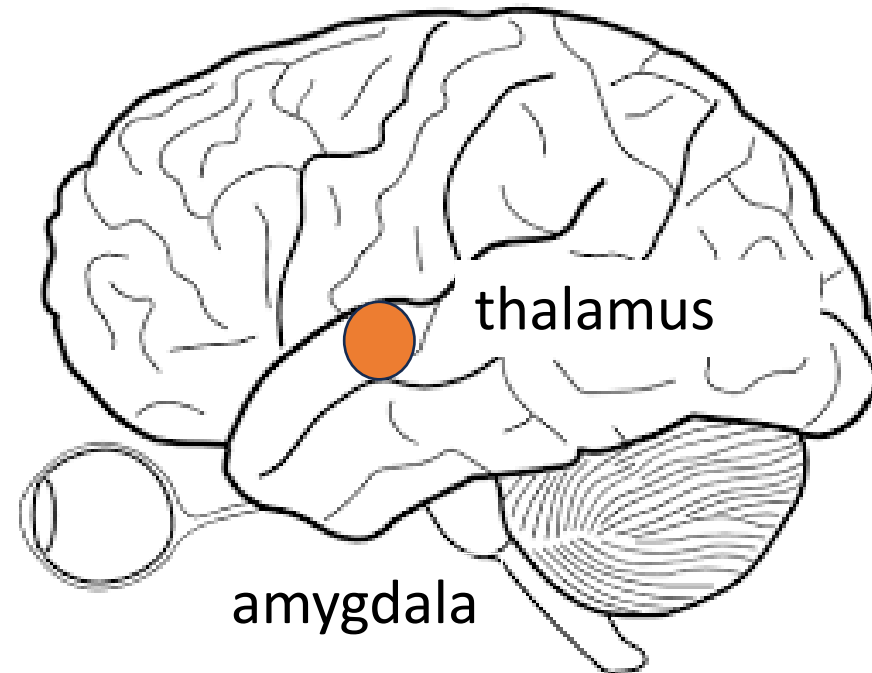


thalamus

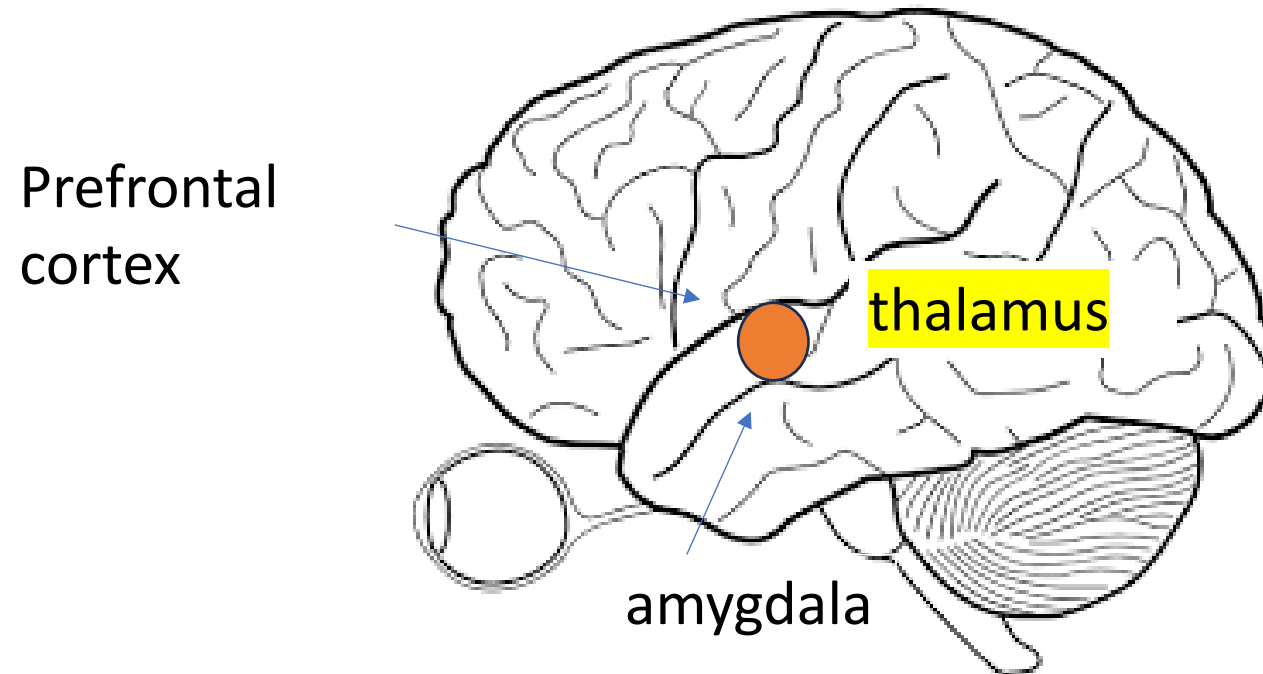
amygdala

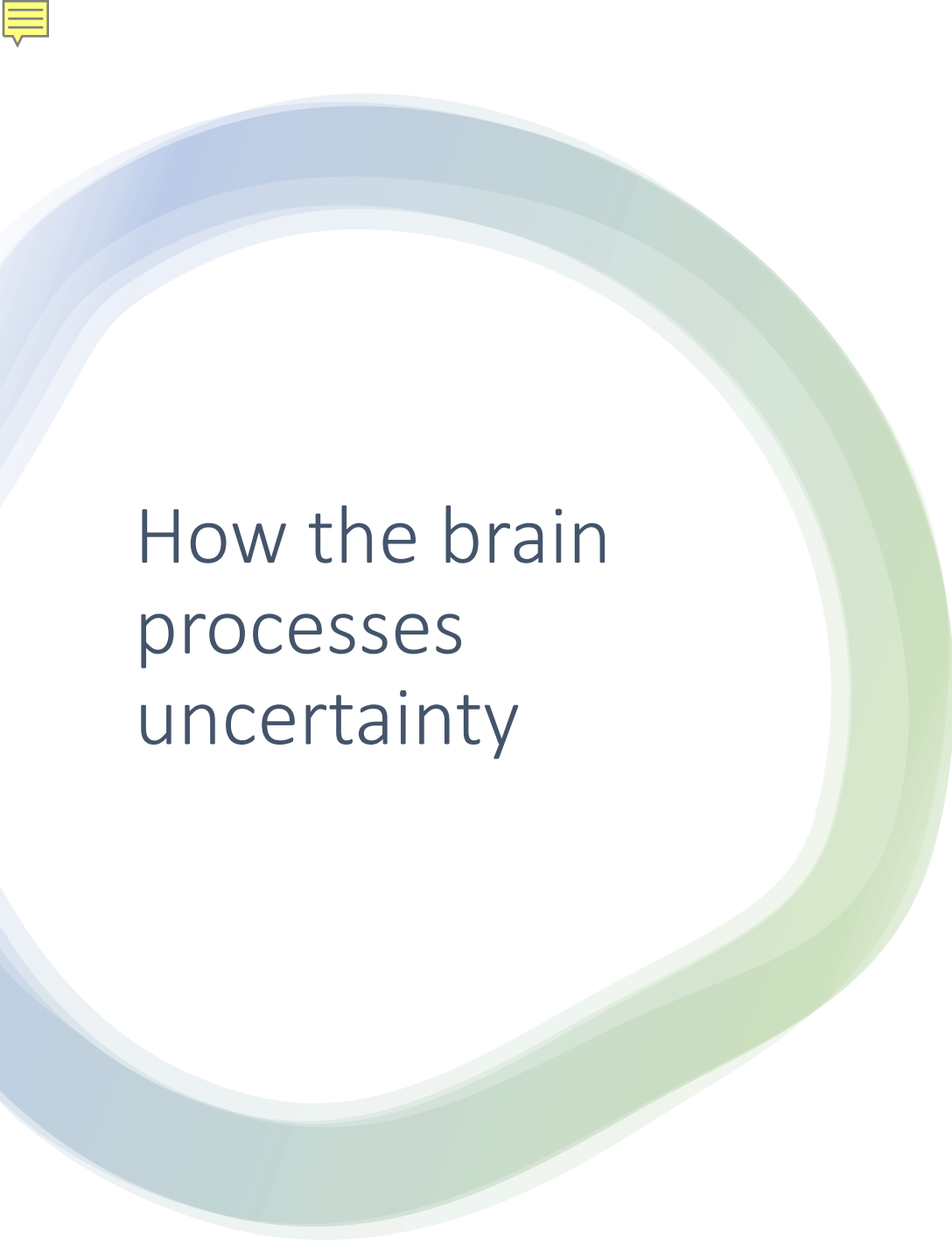
How the brain processes uncertainty

Prefrontal
cortex



How the brain processes uncertainty

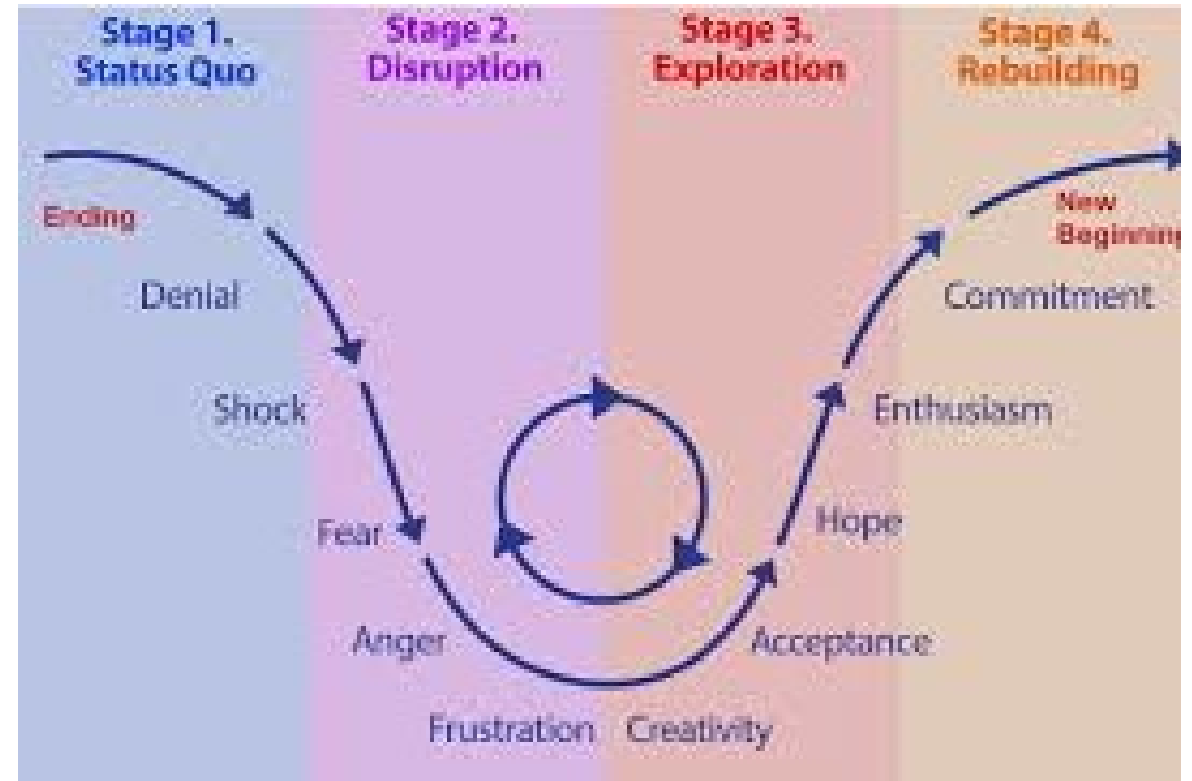




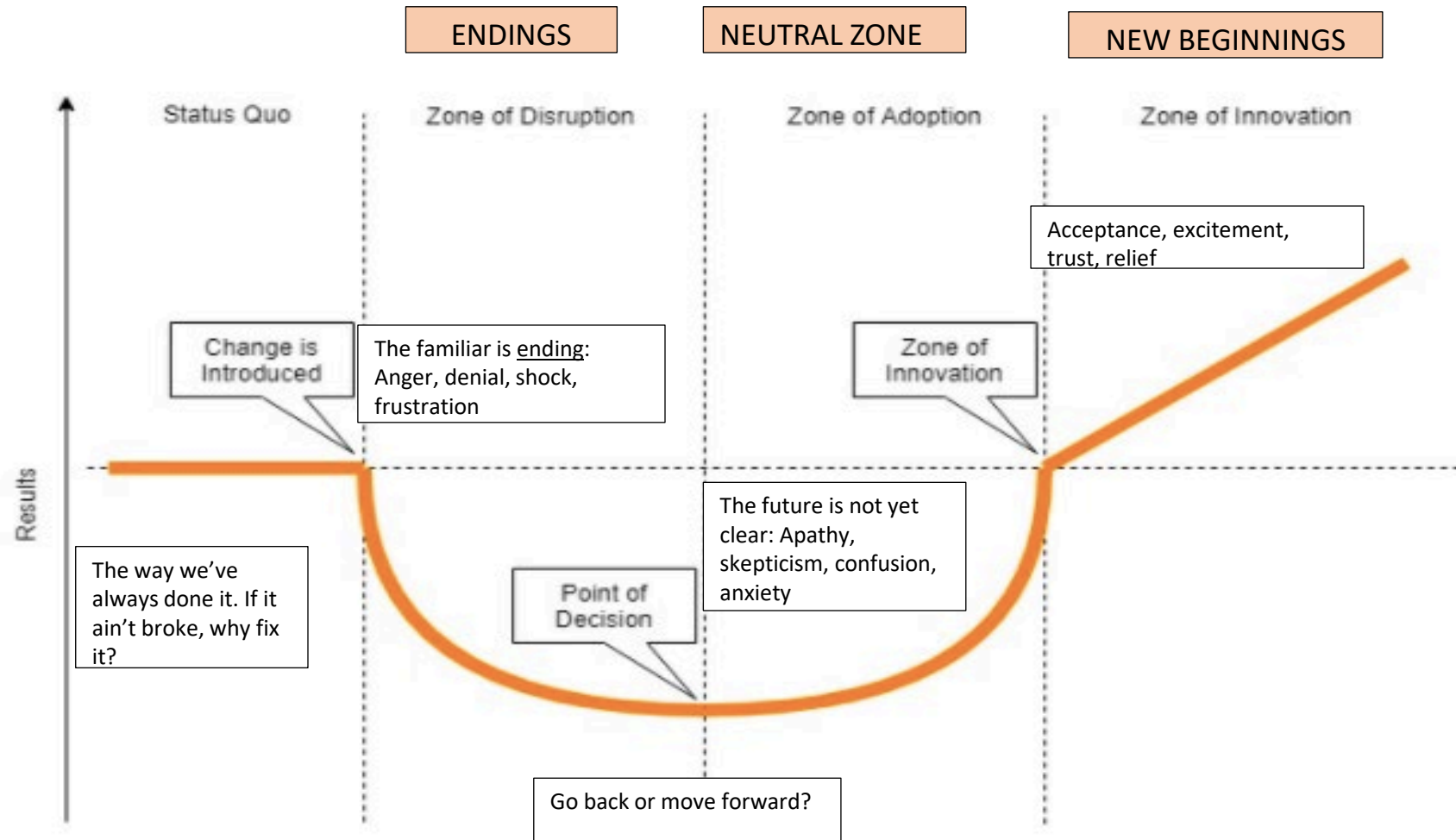
How the brain processes uncertainty

- VUCA – Volatility, Uncertainty, Complexity, Ambiguity
- Way more information than our brains can process.
- Limited cognitive capacity
- Working memory is impacted – 50% chance your brain isn't here (Jha)
- Lack of focus and presence – our brain gets hijacked
- What impact are we feeling/thinking as a result? Physical/emotional/cognitive.

Kubler-Ross Change Curve



Change Model: Covey and Bridges






Activity 2

- Write/type your answers to the following questions:
 - Describe your views about uncertainty in general. How do you typically react when there is an unexpected (or expected) life change?
 - If you were being interviewed for a newspaper, what would be a quote you would share about your perspective of change/uncertainty?
- In small groups, discuss.
 - Spend 10 minutes discussing
 - Pick a rep to present to the group:

Perceptions of Uncertainty



Gary Vaynerchuk 

February 18 · 

**Shit changes.
Get used to it.**



Perceptions of Uncertainty

“Life is 10% what happens to me and 90% of how I react to it.”

— **John Maxwell**

Perceptions of Uncertainty

Each of us is “naturally
creative, resourceful,
and whole.” (CTI, ICF)

Our survival now depends on us embracing uncertainty

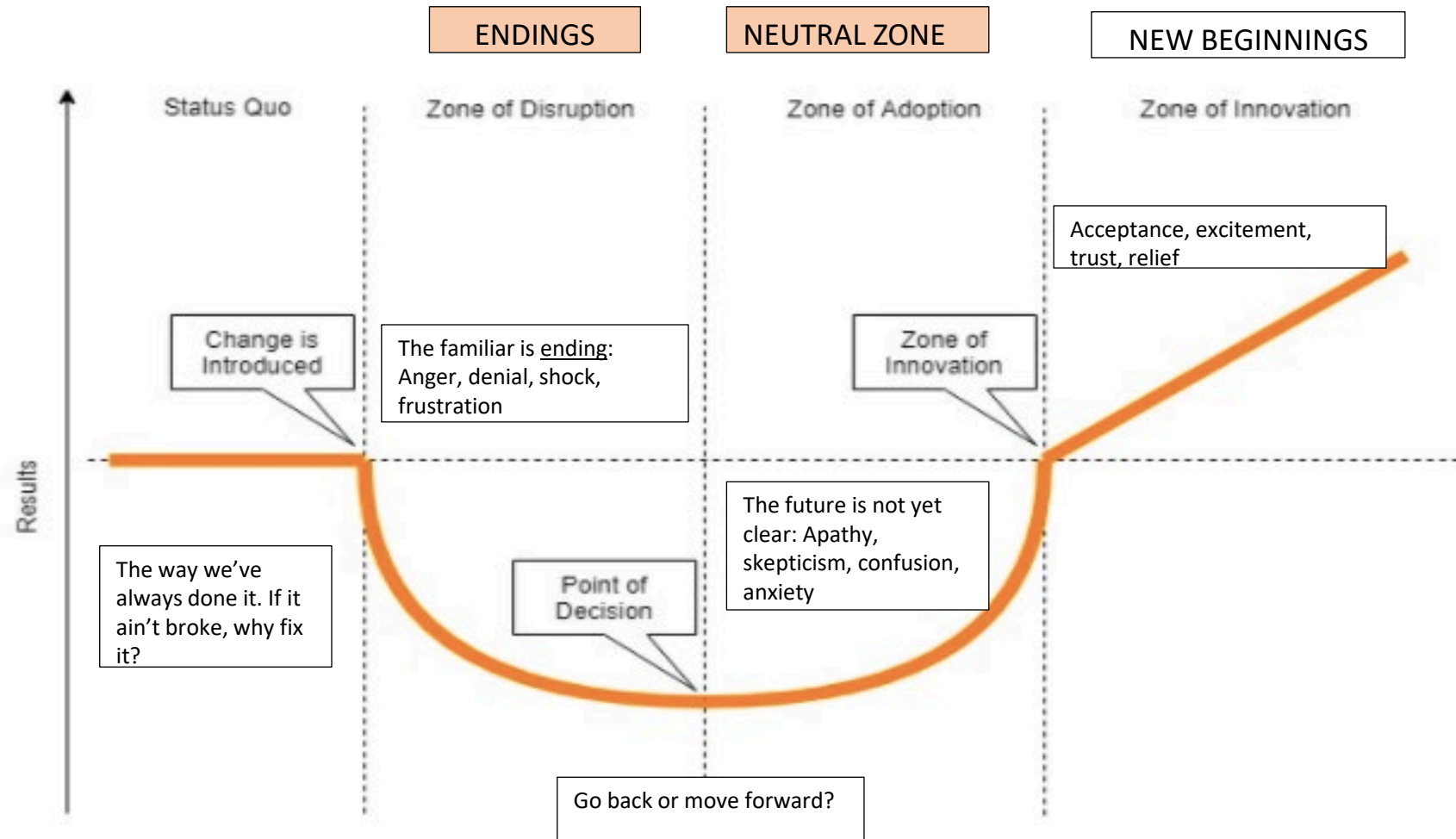




Our survival now depends on us embracing uncertainty

- What are some things people you know are experiencing?

Change Model: Covey and Bridges





What can we do to manage the stress of “Endings” and the “Neutral Zone”?

Mindfulness / Practicing Gratitude/
Being Present, Look for ‘Glimmers’

Helping Others

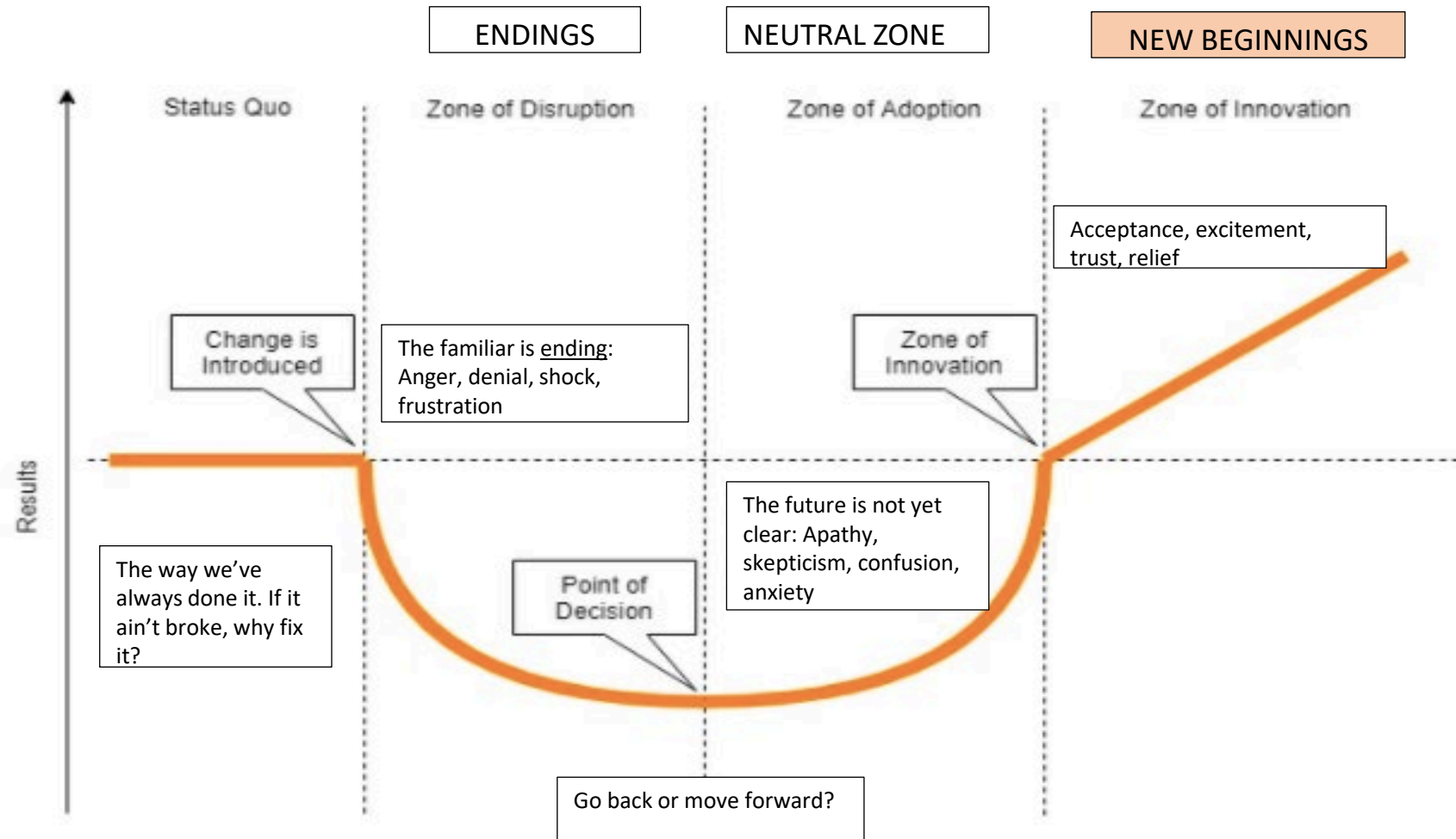
Connect with the natural world

Using your body

Spirituality/Religion

Adopt an experimental mindset
(Designing Your Life)

Change Model: Covey and Bridges





What do we need in order to move to the “New Beginnings” zone?

Get good coaching

Don't Isolate

Connect with the natural world

Using your body

Spirituality/Religion

Adopt an experimental mindset
(Designing Your Life)



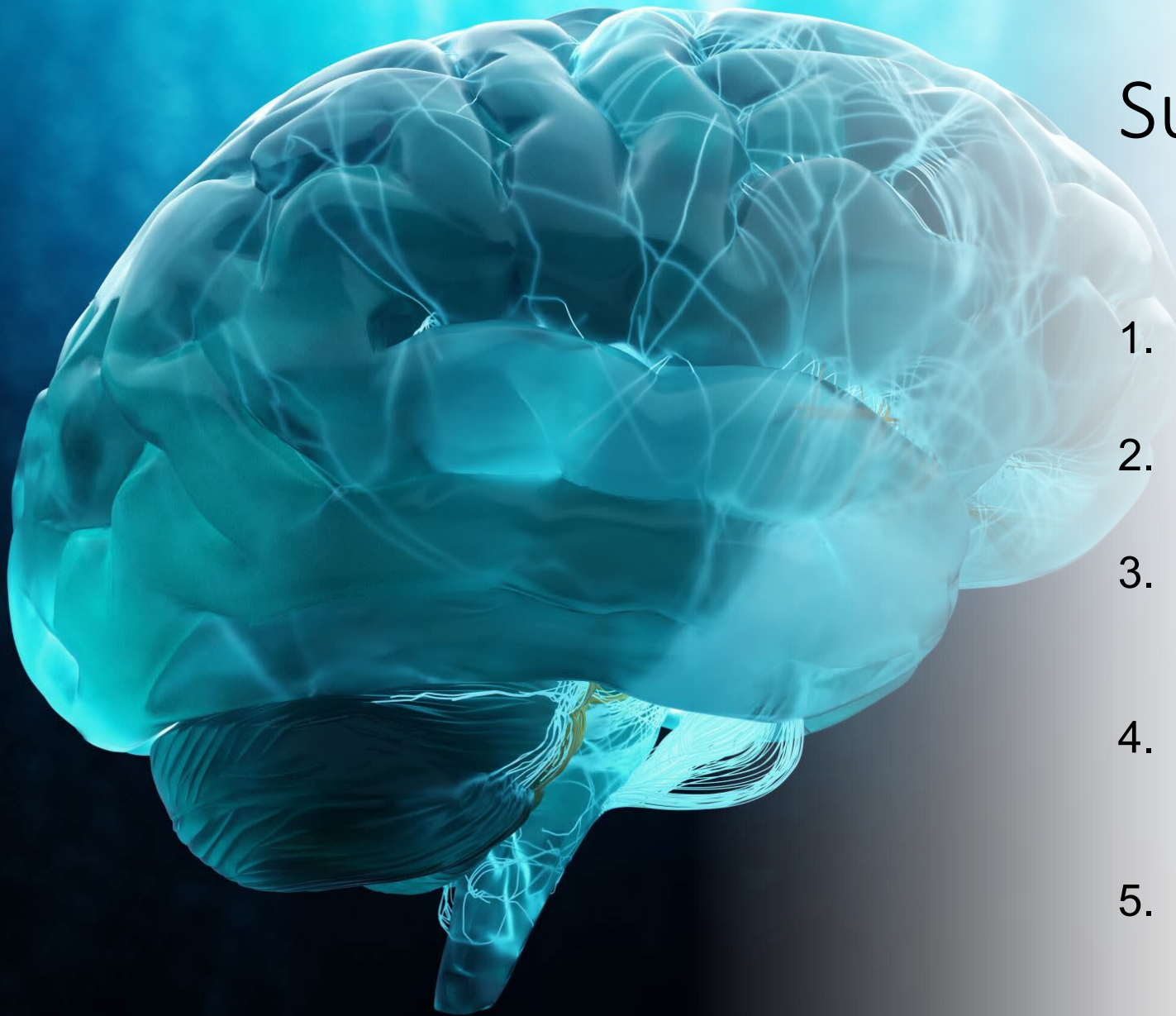
Individually, write:

How uncertain are you feeling about the future
right now? /10

Three actions you will take.

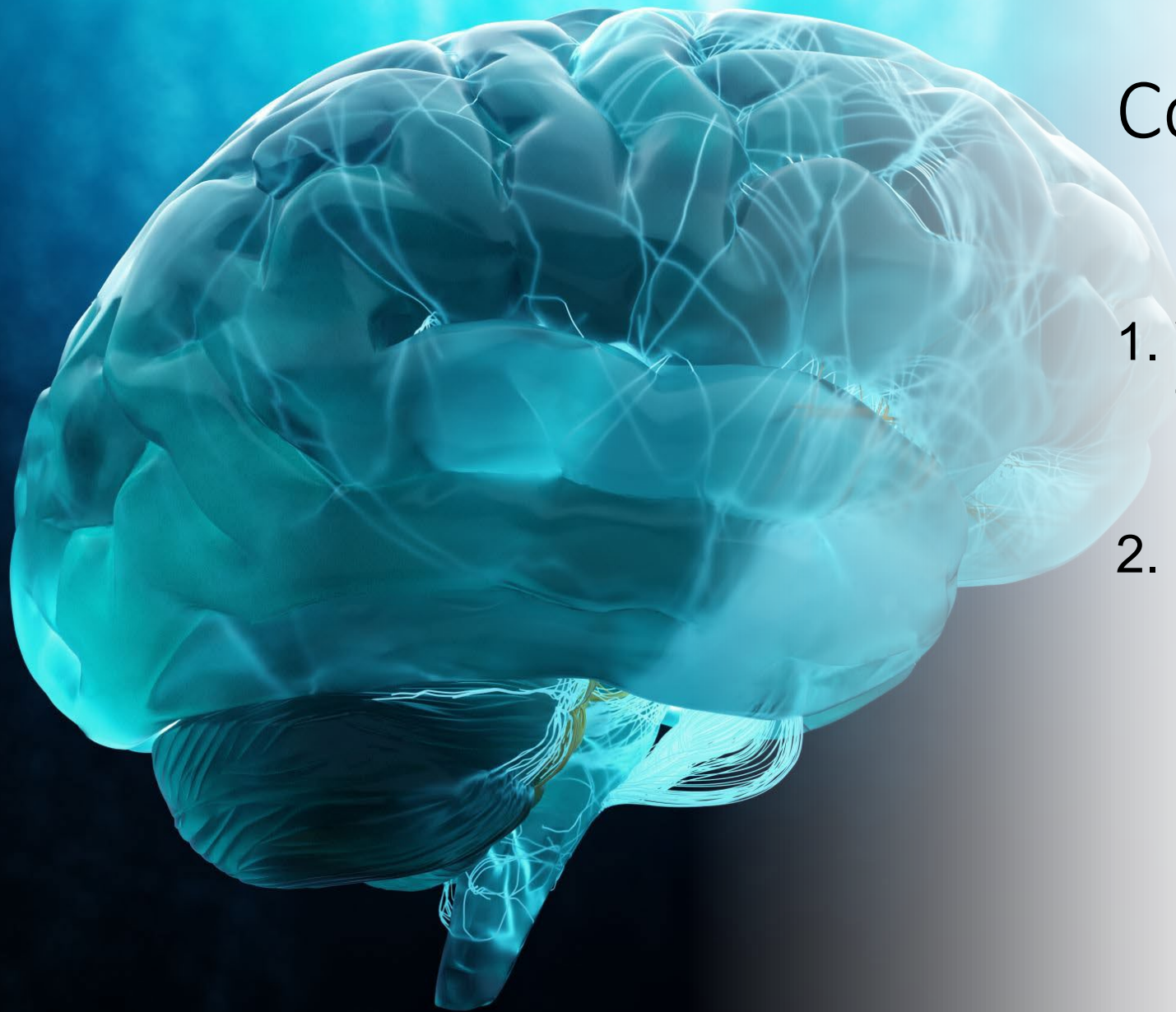
Activity 3

Accountability?



Summary

1. Define certainty and uncertainty
2. Describe how the human brain processes uncertainty.
3. Explore current circumstances and perceptions
4. Discover ways to improve wellbeing while experiencing uncertainty
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Conclusion

1. What's your biggest takeaway?
2. What's mine?



Thriving in Uncertain Times





Thank you!

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