



WORKSHOP 3

Adapting to Unexpected Change

In today's world, rigid thinking is a liability. It slows decisions, stalls teams, and grinds people down. And the data confirms it: a 2025 Gartner survey found that only 32% of leaders were able to implement their last change initiative on time while maintaining employee engagement and performance.

But most people have never been taught how to shift their thinking when circumstances demand it.

This workshop introduces Heather's approach to cognitive flexibility: the mental agility required to pivot quickly and stay effective when things don't go to plan.

Participants will experience an instantly applicable shift in their ability to:

- Catch when rigid thinking is getting in their way
- Reframe setbacks without spinning out or shutting down
- Let go of perfectionism and embrace progress instead
- Adapt when plans, priorities, or people change
- Model flexibility for their teams when things get uncertain

Tools:

- **The Art of Self-Leadership** book
- **DISC Assessment**
- **Self-Leadership Assessment**



Whether you were attending as an individual contributor or people leader, Heather challenged all of us to think differently about how to unleash and harness our potential to be and give the best of who we are in our roles with the firm. I'd highly recommend Heather for your next conference, speaker series, symposium, leadership workshops etc. She will not disappoint! You'll definitely walk away with nuggets and gems to use immediately!

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