

Participant Workbook – HBA Ambassador Exchange

Seizing the C's – How to Turn Chaos into Career Acceleration with The Leader's DNA

Session Overview

In this session, you'll explore how chaos, uncertainty, and disruption can be powerful catalysts for growth. Rather than waiting for clarity, the most effective leaders create it. Rather than hesitating, they communicate with confidence. Rather than resisting change, they use it to accelerate.

Chaos as an Opportunity

- Change, uncertainty, and disruption aren't just obstacles
- The best leaders turn them into catalysts for growth
- Chaos → Clarity, Confidence, Career momentum

The 3 C's Framework:



Clarity –
Create It



Confidence –
Communicate
It



Change –
Catalyze it

The Clarity Compass: A Tool for Navigating Chaos

Use it anytime you're facing uncertainty to sort out situation when chaos feels overwhelming.

✓ What's Certain?

Known facts, decisions already made, timelines confirmed.

Your notes:



🔄 What's Changing?

Evolving dynamics, shifting expectations, ambiguity in the environment.

Your notes:

🎯 What's Controllable?

Your behaviors, mindset, communication, and focus.

Your notes:

Communicate with Confidence: Language Upgrade

Language shapes how others perceive your leadership. Practice shifting from uncertain to confident leadership language to communicate with more **clarity** and **authority**.

WEAK (Hesitant / Unclear)	STRONG (Confident / Strategic)
"I think we should maybe consider..."	"I recommend we..."
"This might not be right, but..."	"Here's my take..."
"I could be wrong, but..."	"Based on what we know, I suggest..."
"Sorry if this is off base..."	"Let me offer a different perspective..."
"I just wanted to check..."	"I'm following up to confirm..."
"Do you maybe want to...?"	"Would you be open to..."
"I feel like we should..."	"I propose we..."
"We kind of need to..."	"It's important that we..."

Try rephrasing this phrase confidently:

Before: "Maybe we could try..." → After: _____

Try your own below:

Before: _____ After: _____

Catalyze Change: Bold Micro-Move Planner

Leadership is built through action. Use this space to define one visible, intentional action you'll take this week.

What small, visible step can you take in the next 7 days to move forward? **My Bold Micro-Move:**

Who needs to know or support it?

Why does it matter to you or your team?

How will you follow up?

Reflection & Commitment

What is one insight or reminder from this session that you want to carry forward?

What's one thing you'll do differently next week because of today's session?

Who will you ask to hold you accountable?

When will you follow up with them?

Chaos is inevitable. Leadership is optional. What you choose to do next shapes your future.