

The logo for PIXL, featuring the word 'PIXL' in a bold, dark blue, sans-serif font. The letter 'i' is lowercase and has a white dot above it. The background is a vibrant orange with various geometric patterns including circles, a grid of small ovals, and concentric circles.

IGNITING LEADERS  
CHANGING LIVES

# PEARL LEADERSHIP PROMPTS

SERIES 9

EPISODE 2: Unintended Opportunities

For discussion in your teams or for your own personal reflection.

1. Things were clearly going very wrong for Milton Bradley and his business, yet out of a difficult situation, something new was born.

a) When things are going wrong, people respond very differently. How does the team you work in respond to challenging situations?

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b) How would you WANT your team to behave when you have to face difficult things? Write down the behaviours you may want to see below.

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*For an idea on how to unpick situations when things go wrong, look at the concept of an ‘autopsy without blame’ and an ‘After Action Review’, used widely in Business and in the Armed Forces.*

2. We will have made decisions that sometimes have unintended consequences as well as unintended opportunities.

How can we better see the potential ‘unintended consequences’ of decisions we are making? For example, conduct a pre-mortem, consult with stakeholders, create a shadow board of different people to see their reaction. What else do you do?

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3. The story of Grace, Abraham and Milton is a great story. All 3 people are connected by the consequences and opportunities that came as the result of that letter. Being able to go back over our experiences and construct a narrative that makes sense of what we have experienced, is important. Think back in your life to a time when something unexpected happened that had consequences (which at the time, may have not been good). Now look at where you are today. Construct the story that connects the two things. What is the story you are telling yourself?

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