

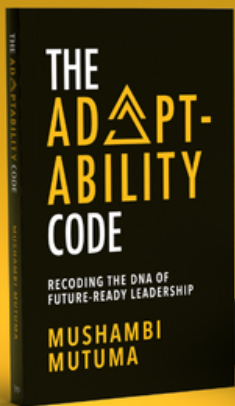


A New DNA: “Turning possibility into productivity”

July 2026

MUSHAMBI MUTUMA

Author. Speaker. Tech Leader.



Post-Event Impact Pack

Turn today's message into visible adaptability, technology fluency and behaviour change within 30 days.

This impact pack is designed to help you take the ideas from HP Future of Work and turn them into a practical rhythm with your team.

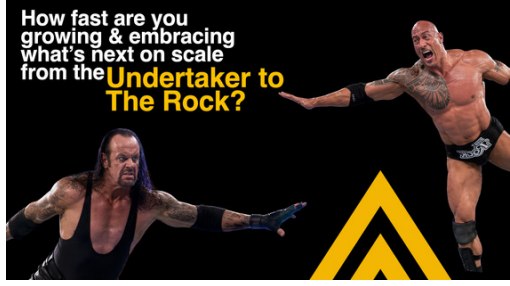
What you'll find included:

- A summary of the keynote themes and takeaways
- Five shifts for turning technology into better work
- The Future-Work Advantage Audit
- The Workforce Experience & Change Radar
- The 30-Day Best Work Sprint





A New **DNA**
Mushambi Mutuma



How fast are you growing & embracing what's next on scale from the **Undertaker to The Rock?**



"If you don't like change, you're going to like irrelevance even less"
- General Eric Shinseki

a new **DNA** is required

"Technology won't save you
tomorrow's growth, success or survival will not be based on your understanding, use or uptake of the latest & greatest tools **but instead be measured on your adaptability**

"In other words, how adaptable we are is rooted in our capacity and ability to continuously change and evolve"

The Adaptability Code

1	2	3	4	5
Foresight	Resilience	Curiosity	Agility	Care

Foresight

"Skate to where the puck is going to be, not where it has been."
- Wayne Gretzky

Curiosity

Dimostrazione

A commitment to test knowledge through experience, persistence and demonstration

A willingness to learn from mistakes.

Learning through constant application and experimentation.

Resilience

Dear Mrs. E
I hate to leave you and grade 1.
But life is life and you can't change it

Agility

"Stay light, stay loose, stay fast"
- Unknown

Care

"Leadership is not about being in charge. It is about taking care of those in your charge"
- Simon Sinek

3x outperform in times of volatility

recover faster in times of disruption **4x**



we live in a linear world...

18,000,000,000,000,000,000



A New **DNA**
Mushambi Mutuma



Iron Man.

Not
Terminator.

How do we sync with
& leverage **J.A.R.V.I.S?**

Reimagine
your growth
strategy with
technology at
the heart

Adopt new
practices for
agility &
experimentation

Iron Fleet:
Empower
your people to
innovate with
technology

from will AI replace me?
to where can I evolve my value

- from task execution **to problem framing**
- from information gathering **to sharper judgement**
- from individual output **to AI-enabled team flow**
- from technical delivery **to business and customer impact**
- from knowing the answer **to asking better questions**

When speed changes,
systems must be redesigned



When AI speeds up tasks,
it exposes the systems that slow work down

- **Approval cycles**
From waiting for permission to clear decision rights
- **Knowledge sharing**
From trapped expertise to reusable prompts, patterns & playbooks
- **Governance**
From late-stage sign-off to guardrails built into the workflow
- **Risk control**
From slowing everything down to placing human judgement where risk is highest
- **Team rhythm**
From monthly reporting to faster learning loops

“By 2030, there will be two types of companies;
those leveraging AI, and those out of business...”
- Peter Diamandis

from access **to advantage**

- **Access.** I know the tool exists
- **Usage.** I have tried it
- **Fluency.** I use it without being chased
- **Value.** I use it to improve real work
- **Advantage.** It improves how we think, decide, build & serve

everyone is **BYODAI**
what's your differentiator?

a new
operating
system

a culture
of excellence

- **Small batches & fast cycles:** weekly improvements to product, picking and routing
- **Visible work:** real-time dashboards surface bottlenecks for daily fixes
- **AI as multiplier:** algorithmic slotting and routes with constraints set by the humans
- **Care with candour:** feedback on the floor within the shift, not quarterly or annually
- **Fewer, clearer rules:** behaviour, data, rhythm: on repeat

the math **is mathing**

- **Scale & growth:** FY2025 sales were **R18.9bn**, up **47.7%** YoY
- **Reliability KPIs:** **95.3%** on-time deliveries & **97.6%** fulfillment with **33 minutes** average delivery time
- **Employment impact:** **16,000+** jobs created since launch (Nov'19)
- **Order milestone:** in mid October 2025 hit **100+ million orders**
- **Customer base & usage:** Active digital customers up **27%** YoY; app **7m** downloads to date, **~85%** retention after first order
- **Market position:** Estimated **>80%** share of SA on-demand grocery, delivery from **694** stores (up from 539)

our new dna
for AI-native advantage

Foresight

Spot where
work will
change before it
becomes urgent

Curiosity

Test safely, ask
better
questions and
share what
works

Resilience

Move through
fear and
uncertainty
without losing
momentum

Agility

Build governed
speed into the
way work
moves

Care

Keep trust,
customers and
people at the
centres

The formula for
future advantage

adaptability
+ continuous
learning
+ enabled speed

a culture of
**= compounding
performance**

Disrupt yourself

(before your competition
does it for you)

Today is the
worst & slowest
version of the
future you'll
ever see

Volatility is
permanent, your
adaptability
must be too

Leverage the
exponentiality of
the moment
we are in now

Leaders that **evolve** the **present**,
are involved in the **future**.

- Unknown



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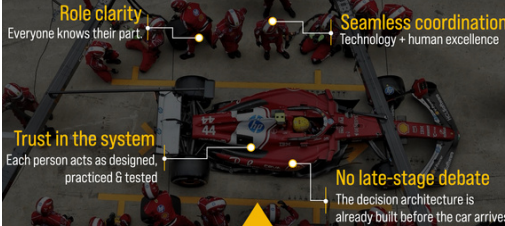
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What this all means for you

The future does not belong to the organisation with the most devices, platforms, AI tools or innovation showcases. It belongs to the organisation that can combine new thinking with intelligent technology, turn access into fluency, fluency into better work, and better work into measurable employee and business impact.

For IT leaders, technology decision-makers, transformation teams and business leaders, that means **five things**:

1. New thinking and new technology must move together

Technology expands what is possible. Adaptability determines whether people, teams and systems can turn that possibility into productivity.

2. Access is not advantage

Access means the technology exists. Advantage starts when people use it naturally, confidently and securely to improve how they think, decide, collaborate and deliver.

3. Safe speed needs a better system

The future of work is moving faster, but speed without control creates risk. The opportunity is safe speed: clear roles, trusted systems, faster signals and guardrails built into the workflow.

4. Visibility changes performance

Friction often becomes visible only after productivity has already been lost. Better workforce intelligence helps leaders see patterns earlier, respond faster and continuously improve the employee experience.

5. IT's role is evolving

IT is moving from supporting devices to enabling better work. Its growing mandate includes employee experience, technology fluency, secure speed, intelligent insight and measurable business outcomes.

The **new DNA** is not about asking every person to become a technology expert overnight. It is about building organisations that can keep learning, adapting and redesigning work while technology and expectations continue to accelerate.

THE ADAPTABILITY CODE

THE FUTURE-WORK ADVANTAGE AUDIT

The **Future-Work Advantage Audit** gives leaders and teams a quick snapshot of how ready their current behaviours, systems and workplace rhythms are for a world where technology, employee expectations, security risks and business demands keep changing.

The goal is to surface the behaviours that help you combine new thinking with intelligent technology and turn access into fluency, value and measurable advantage, or reveal where friction, fear and old operating habits may still be holding you back.

Score yourself or your team from 1 to 5.

1 = rarely true

5 = consistently true

THE 5 FUTURE-WORK ADVANTAGE DRIVERS

Foresight

"We see where work, technology and risk are shifting before pressure forces the change."

- Do we notice where employee expectations, customer needs and technology use are changing?
- Do we track weak signals before they become performance or security gaps?
- Do we discuss future workplace needs before they become urgent?

Resilience

"We keep adapting when new tools, expectations and risks create pressure."

- Do we address uncertainty and fear honestly?
- Do we learn from failed implementations without blame?
- Do we support people as tasks, systems and ways of working change?

Curiosity

"We test new technology against real work, not assumptions."

- Do we experiment with technology in ways that reduce actual friction?
- Do we challenge what must remain manual, slow or disconnected?
- Do we create space to learn through practice, not only presentations?

Agility

"We move with safe speed, clear decisions and built-in guardrails."

- Do we have clear ownership and decision rights?
- Can we test and adjust without creating reckless exposure?
- Do we turn evidence and feedback into changed behaviour quickly?

Care

"We design technology around trust, people and better work."

- Are employees included in decisions that change how they work?
- Do people feel safe admitting what they do not yet understand?
- Are security, productivity and employee experience treated as connected outcomes?

REFLECTION PROMPTS

- Which driver feels strongest in your current workplace rhythm?
- Which driver feels most underdeveloped or uncomfortable?
- Where would your team score differently from you personally?
- What is one source of workplace friction you could reduce in the next 30 days?
- What would help your organisation move from access to fluency, value and advantage?

THE ADAPTABILITY CODE

THE WORKFORCE EXPERIENCE & CHANGE RADAR

The Workforce Experience & Change Radar helps leaders and teams track weak signals of friction before they become lost productivity, poor collaboration, support pressure, security exposure or missed opportunity.

Most organisations respond well to what is already urgent. The challenge is building a rhythm for noticing what employees, devices, workflows, support patterns and technology usage are signalling earlier.

This tool helps you scan beyond individual tickets and immediate projects to look across employee experience, technology adoption, workflow performance, security, support and business impact.

You do not need perfect visibility into the future. You need to notice what is changing early enough to improve the experience, build capability and put the right guardrails in place.

INSTRUCTIONS

Set aside time monthly or quarterly as an individual, team, product group or leadership team. Use the radar to collect 2 to 3 signals per quadrant.

For Each Signal, Ask

- What might this disrupt?
- What opportunity could this unlock?
- What friction or risk does it reveal?
- What behaviour or capability will this require?
- What could we test safely in the next 7 days?
- Who needs to see or respond to this signal?

The goal is not to be exhaustive. The goal is to practise scanning beyond your immediate work bubble and reflect on what could be coming around the corner.

The 4 Radar Categories

- **Employee Experience Signals**
 - Where are employees repeatedly getting stuck?
 - Which meetings, systems or processes create unnecessary drag?
 - What workarounds have people created because the official experience is not working?
- **Technology and AI Signals**
 - Where could intelligent tools improve real work?
 - Where are tools available, but usage or fluency remains low?
 - Where could technology help people focus, collaborate or decide better?
- **Workflow and Decision Signals**
 - Where are approval cycles slowing useful action?
 - Where is knowledge trapped in people, inboxes or meetings?
 - Where do we need clearer ownership, decision rights or operating rhythms?
- **Security and Support Signals**
 - Which risks are becoming visible too late?
 - Where are support issues repeating rather than being resolved at the source?
 - Where could stronger security create more confidence to move?

LEADERSHIP TIP

The signals that shape future performance rarely begin as formal reports. They often appear in repeated support requests, employee workarounds, low usage, slow meetings, shadow technology, security exceptions or quiet frustration.

Future-ready leaders do not wait for friction to become normal. They build the habit of seeing earlier, responding faster and improving work continuously.

THE AD[△]PTABILITY CODE

30-DAY BEST WORK SPRINT

The 30-Day Best Work Sprint helps you turn the keynote and HP Future of Work experience into visible behaviour change.

The goal is not to introduce technology for its own sake. It is to build small, repeatable habits that reduce friction, improve visibility, strengthen security and help people move from access to fluency, value and advantage.

Use this sprint individually, with your team, or as a leadership rhythm. Set aside 30 minutes each week. Use live work, not theory. End each week with one behaviour, one owner or one next step.

HOW TO USE IT

WEEK 1: NAME THE FRICTION

- **Choose one workflow, support pattern, decision, meeting or employee experience issue that needs improvement.**
- **Ask:**
 - Where are people losing unnecessary time?
 - What recurring issue has become accepted as normal?
 - Where is technology available but not creating value?
 - What would better work look like?
- **Output: Choose one workplace friction point to improve over the next 30 days.**

WEEK 2: SEE THE SIGNAL

- **Use available feedback, usage patterns, support data, observations or employee conversations to understand the problem.**
- **Ask:**
 - What is the evidence telling us?
 - Who experiences the friction most often?
 - What patterns have we missed?
 - What information should reach decision-makers sooner?
- **Output: Identify one clear signal and the root cause behind it.**

WEEK 3: TEST SAFE SPEED

- **Apply a new tool, workflow, support approach or team rhythm to one live work moment.**
- **Ask:**
 - What are we trying to improve?
 - What technology or process change could help?
 - What security or trust guardrails must remain in place?
 - What would a small, reversible test look like?
- **Output: Run one safe-to-test experiment and capture what changed.**

WEEK 4: MAKE IT RHYTHM

- **Turn the learning into a repeatable workplace habit.**
- **Ask:**
 - What should we continue doing?
 - Who should own the rhythm?
 - What should be simplified, stopped or scaled?
 - How will we know that work is improving?
- **Output: Create one simple rhythm that keeps workplace improvement alive.**

LEADERSHIP REMINDER

At the end of 30 days, ask:

- What friction did we reduce?
- What became easier or faster?
- What did employees experience differently?
- What risk or support issue did we see earlier?
- What should become rhythm?
- What should we test next?

Small improvements compound when they become part of the operating system. Better work does not emerge because an organisation bought new technology. It emerges when new thinking and new technology change how work moves every day.

THE ADAPTABILITY CODE

FORESIGHT

RESILIENCE

CURIOSITY

AGILITY

CARE

"SEEING THE FUTURE BEFORE IT ARRIVES"

Beyond predicting the future, foresight is the ability to anticipate what lies ahead by connecting the dots between emerging trends, disruptions, and opportunities.

Can you see the big picture while others focus on the immediate? Can you prepare for what's next rather than reacting to what's already happened?

In today's fast-paced world, where entire industries can be disrupted in a matter of months, foresight is increasingly necessary. Leaders with foresight don't rely on guesswork or gut feelings. Instead, they observe patterns, analyse data, and identify weak signals that point to potential shifts. This is about staying vigilant, asking the right questions, and making strategic decisions that position yourself and your organisations in a position to thrive.

REFLECTIVE QUESTIONS

- What signals of change am I currently ignoring?
- What's one trend I underestimated that has already reshaped my industry?
- What future scenario would break our model? And how can we rehearse for it?
- Who on my team or network helps me see around corners? How can I use them better?
- What part of our current strategy would I hesitate to defend in front of a disruptive startup?

PRACTICAL TOOL

Foresight Fridays

Build consistent future-scanning into your weekly rhythm.

Dedicate 30 minutes weekly to surface, share, and discuss weak signals and emerging trends.

- Rotate who leads the session each Friday.
- Encourage your team to bring trends from outside your industry: tech, policy, youth culture, startups, geopolitics. Try to rotate themes every few weeks to sharpen your scanning and get outside of the tech echo-chambers.

Ask:

- What could this disrupt?
- What opportunity could this unlock?
- If this scales, what part of our strategy breaks?
- What's the smallest experiment we could run in response to what we heard today?

Must do: Give monthly rewards or shoutouts for the most unexpected or valuable foresight contribution. Incentivised curiosity is priceless.

FOR MORE ADAPTABILITY TOOLS VISIT
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"GRIT, ENDURANCE AND HANGING-IN-THERE-NESS"

Setbacks are a fact of life and leadership. What separates the exceptional from the average is not the absence of failure but the ability to learn from it, adapt, and come back stronger. Resilience is more than a survival skill, it becomes a growth strategy that transforms adversity into a launchpad for innovation and success.

Resilient leaders inspire their teams to embrace change, view challenges as opportunities, and approach setbacks with a solutions-oriented mindset.

This doesn't mean pretending adversity doesn't exist, you have to reframe it. It's the ability to say, "This is hard, but we can learn, adapt, and move forward." This mindset enables organisations to pivot quickly, innovate under pressure, and maintain momentum even when the odds seem stacked against them.

REFLECTIVE QUESTIONS

- What's my default response to failure: shame, avoidance, or learning? Why do I think that is my reaction?
- How have I grown stronger through difficulty? And do others see that progress?
- What's one recent setback that still needs reframing or reflection?
- Where in my team do I expect resilience without providing support?
- What practices or mindsets help me stay grounded in uncertainty? How do I share that with my team?

PRACTICAL TOOL

Resilience Playbook

Create a resilience strategy before pressure hits.

Answer the following in writing:

- What helps me reset quickly after a setback?
- What are my early signs of burnout or shutdown?
- Who or what helps me recalibrate?
- What rituals ground me mentally, emotionally, physically?
-

Then document your bounce-back blueprint:

- Three things to stop doing during recovery
- Three things to start doing intentionally
- One person to check in with

The output here is a pre-built "bounce back plan" you can revisit when the hits come. Revisit your playbook quarterly, or after any high-pressure sprint.

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"STAYING HUNGRY FOR GROWTH"

Curiosity is the spark that ignites innovation. It's the inner drive to question the status quo, explore uncharted territory, and embrace learning as an ongoing journey.

Curiosity is often what separates good leaders from great ones. While traditional leadership may rely on established methods and known solutions, curious leaders thrive in ambiguity. They ask, "What if?" and "Why not?" They're not afraid to venture into the unknown, even if it means encountering failure along the way.

Curiosity is one of the most underrated traits in leadership today.

We've been taught that answers get you promoted. But in the most adaptive companies, the questions open doors.

REFLECTIVE QUESTIONS

- Where am I over-relying on expertise instead of asking fresh questions?
- Where am I pretending to know when I should be learning?
- When was the last time you changed my mind about something important? What triggered that shift?
- When last did I ask a question that truly surprised or challenged someone?
- Who on my team challenges my assumptions the most? And how often do I listen?

PRACTICAL TOOL

The 5-Day Curiosity Sprint

Build curiosity as a daily leadership habit.

Choose a theme or topic your team is working on; launching a product, improving customer experience, rethinking internal processes. Each day, ask a different question:

- Day 1: What don't we understand yet?
- Day 2: Who are we not listening to?
- Day 3: What's the wildest idea we've ignored?
- Day 4: What have we assumed without testing?
- Day 5: What did we learn that we didn't expect?

Capture insights in a shared doc. No edits. No judgement.

Review your collective notes and ask: "What do we want to prototype, pause, or pursue further?" This keeps the loop open for next steps without formalising it into a heavy debrief.

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"THE ART OF THE PIVOT"

Agility is the ability to pivot decisively in response to change, to adapt without hesitation, and to make progress even in uncertain conditions. Agility separates the reactive from the proactive, the stagnant from the successful. For organisations and leaders alike, the speed at which they can respond to disruptions and opportunities often determines whether they thrive or get left behind.

At its core, agility is about flexibility, speed, and responsiveness. This is not about making decisions quickly; it's about making the right decisions quickly.

For organisations, this means fostering a culture where experimentation is encouraged, and failure is seen as a step toward success rather than a setback. Leaders must empower teams to act autonomously, remove bureaucratic barriers that slow down decision-making, and build the capacity to pivot without losing momentum.

REFLECTIVE QUESTIONS

- What decision am I overthinking right now, and what's the cost of waiting?
- What pivot did we delay that cost us momentum?
- Where does my team need clearer permission to move fast and adjust?
- When did I last shift strategy midstream? and what made it work?
- What's blocking speed in our systems: process, culture, or fear? List the first 3 ways to unblock this that come to mind.

PRACTICAL TOOL

Agility Drills: The Momentum Mini-Challenge

Train your team to act fast without perfect information.

Choose one current challenge: internal or external. Then do a 30-minute rapid response drill with your team:

- "If this changed tomorrow, what would we do?"
- "If this was blocked, how would we move around it?"
- "If a competitor launched something better, how would we respond?"

End the drill with a debrief: What slowed us down? What helped us move? What habits do we want to build?"

It's important to note that you're not solving the problem, you're strengthening your team's decision reflexes. You're practicing movement!

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"LEADING WITH HUMANITY AND CLARITY"

In an age where AI, automation, and productivity dominate the headlines, care has become one of the most overlooked advantages in leadership. While systems scale, tools accelerate, and dashboards optimise, leaders know how to care for people who create lasting impact genuinely.

Care is not sentimentality or coddling. It's a strategy. It's the ability to take responsibility for outcomes and people. The leaders who scale cultures of care don't just manage headcount; they build trust, unlock performance, and foster environments where people want to stay and grow.

Genuine care says: "I see you. I hear you. And I take responsibility for helping you rise."

REFLECTIVE QUESTIONS

- When was the last time someone on my team felt genuinely seen by me? What did I do differently?
- Who might be quietly struggling, and what am I doing to notice?
- Does our system reward care or just output?
- Where does my desire to be kind prevent necessary accountability?
- Am I designing for belonging, or simply assuming inclusion will happen?

PRACTICAL TOOL

The Care Loop

Balance compassion with accountability by mapping your team interactions.

Care → Clarity → Challenge → Growth → Care

Care isn't a checkbox. It's a rhythm. One moment of empathy or inspiration won't change a culture — but a consistent loop can.

- Start with Care. It creates safety and trust. Without it, people hide, play small, and protect themselves. With it, they open up, engage, and grow.
- Add Clarity. Care without clarity causes confusion. Define what good looks like, what matters most, and what happens when things go off-track. Clarity makes accountability possible.
- Introduce Challenge. Without it, teams coast. Challenge must land on care and clarity; not as pressure, but belief. "I won't lower the bar, but I'll help you reach it."
- Support Growth. Equip your team. Give feedback. Hold space. Celebrate both effort and outcomes. Growth is what turns potential into progress.
- Then Return to Care. Follow up. See people. Celebrate wins. Reset the environment. Loyalty and trust live here; not at the start, but at the return.

This loop doesn't run once a year. It's how you lead every day. And it's how adaptability becomes culture.

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THE AD[△]PTABILITY CODE

WEEKLY ADAPTABILITY CARD

THIS WEEK WE WILL LEARN:

THIS WEEK WE WILL PRACTISE:

THIS WEEK WE WILL APPLY:

OWNERS:

BY NEXT WEEK, WE SHOULD KNOW:

**Want to operationalise
your team's Adaptability?
Or have questions about
any of these frameworks?**

Schedule a free 30-minute call
with Mushambi here:



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Author. Speaker. Tech Leader.



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