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Systemic Adaptiveness of **Ukrainian** People During Crisis

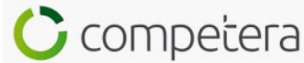


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Topics for today:

- Importance and necessity of clear Communication
 - Volunteering phenomena
 - Government and society coordination
 - Adaptiveness of energy distribution
 - A way of servant leadership
 - Short Feedback loops and constant learning
 - Self-organization and small cross-functional teams
 - System thinking examples that save hundreds and thousands lives
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Communication and Transparency



- Key factor: preparation with telecom providers
- Backup plan: Added Starlink
- President, Office and Army representatives situation overview on daily basis
- Commander-in-Chief trusted civilian to defend Kyiv

KEY TAKEAWAYS: Prioritize all sorts of communication and build trustworthy relationship with your people

Volunteering phenomena



- initiatives
(from my mother cooking on a street under occupation to huge camps on the borders)
- Borscht, socks, jackets and powerbanks for defenders
- Business support
- United24 Ambassadors abroad



Crowdfunding



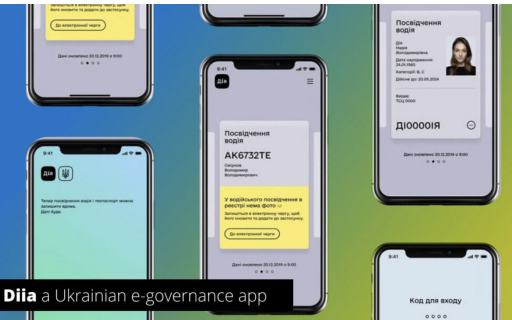
- KOLOna, Come Back Alive, Prytula foundation
- Agile with Ukraine
- People crowdfunded 4 Bayraktars and eventually rented satellite ("ICEYE") only in Ukraine

360 tents and 7321 items of military tech:

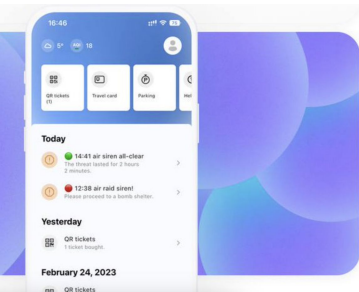
- 45 airplanes;
- 27 helicopters;;
- 6 "Iskander";
- 36 "C 300";
- 12 "Panzer S1";
- 11 radiolocation stations;

KEY TAKEAWAYS: Share your vision and define clear goals. When people understand threats they will volunteer, find resources and will get creative with solutions

Government and society coordination



- Diia app
(legal documents, TV and Radio, Renovation, haveEnemy)
- Kyiv Digital
(Air Strike Alarm, Petitions, Shelter Maps, Heat Spots)
- Air Attack app for Android integrated with Gov



KEY TAKEAWAYS: Make convenient tools for fast feedback loop and engage people into collaboration top-down, bottom-up

Consistency and Strategy



- Ukrainian Diplomats used crisis as opportunity window to become EU candidate and make reforms supporting will of the people
- Engaging to renovation before War is over
- Grain Initiative
- Creating Peace formula and contours of new security

KEY TAKEAWAYS: Use your Ethics, Morale and look for opportunities during crisis instead of pure Survival Mode

Blackouts



- Courage and Commitment drove people forward. Many of them bet their lives doing what they have to
- People worked in Hospitals, Crowdfunded Generators, in Building Supply Stores, in Supermarkets on a streets (Math teacher on parking lot)

KEY TAKEAWAYS: Courage, Commitment, Focus and other SCRUM values are important. If you want to enhance your culture work with values first

Way of Servant Leadership



- Enforce dialogue
- Hire the best people and trust them, fire if they cannot enact on values declared
- Engage with partners to obtain new resources
- Emphasise vision of greater good to increase collaboration

KEY TAKEAWAYS: Instead of command and control seek for opportunities and encourage new leaders

Continuous Improvement



- Ways to survive for civil society (MedAid), Shelters, Resilience spots
- Learning and adapting New Tools (15 types of new drones)
- Experience from instructors abroad
- Feedback Loop

KEY TAKEAWAYS: Review the speed of learning and fix your feedback loop

Self-organizing Teams



- Current situation over Contract negotiation (Chernihiv, Sumy)
- Small mobile groups (Battle for Kyiv)
- Volunteers (in Army and Society), Counter-Offensive campaign, Hiring process through Messenger directly

KEY TAKEAWAYS: Encourage small group initiatives and decision making

System Thinking



- Several M142 HIMARS was a “game changer” for saving thousands of lives. With long range capabilities hitting warehouses with ammunition for Russian artillery causes significant reduction of damage on cities and abilities to attack

(HIMARS can emplace, fire, relocate and conduct reload in a matter of minutes)
- Counteroffensive in Kharkiv and Kherson

KEY TAKEAWAYS: Constantly enhance ways of how you see your system with all dependencies and their influence

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#StandWithUkraine

Conclusion:

- Clear and stable Communication is must
 - Support Volunteering on all Levels
 - Top-Bottom + Bottom-up coordination culture supported with tools
 - Work on alternative Streams
 - Be a Servant leader and lead by example
 - Encourage Continuous Improvement with short Feedback loops
 - Prioritize Self-organization and cross-functional teams
 - Apply System thinking for Complex world problems
-



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THANK YOU!

“Year of War” Documentary with Eng subtitles
(President, Commander-in-Chief, Bucha, Irpen, Kharkiv, Donbass)

<https://youtu.be/EhssmUtN874> part 1

<https://youtu.be/rlkzADUfb3s> part 2
