

Crisis Leadership

COMMON PITFALLS TO AVOID DURING A CRISIS

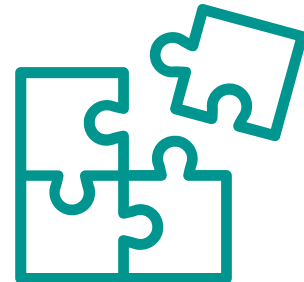


- Not asking for help
- Setting vague expectations
- Failing to communicate
- Isolating yourself
- Refusing to listen
- Allowing reactive behavior
- Living in analysis paralysis
- Over-promising
- Moving hastily
- Acting without compassion
- Resisting change
- Ignoring core values
- Catastrophizing
- Losing hope

PROBLEM-SOLVING DURING A CRISIS

Follow the **ACES** steps when problem-solving during a crisis:

- A**ccept Reality
- C**hallenge Negative Thinking
- E**valuate Options
- S**traightforward Decision



HOW LEADERS SUCCEED DURING A CRISIS

Communication Approach

- Over-communicate until it's unnecessary.
- Express self-control, compassion and grace.
- Be as transparent as possible as situations evolve.
- Express confidence and gratitude toward your team.
- Celebrate wins and progress.
- Sincerely ask how people are doing.

Emotional Intelligence (EQ)

- Focus on what you are learning everyday.
- Be optimistic and realistic.
- Remember that this crisis is temporary.
- Be inclusive when creating solutions.
- Promote balance and breaks while teams take on more work.
- Take care of your body. Crisis puts it in a state of duress.

Planning & Accountability

- Be adaptive. Situations change by the day or hour.
- Set priorities for self and team.
- Decide what not to do. Make intelligence trade-offs.
- Leave meetings with clear outcomes or meaningful updates.
- Articulate clear expectations for your team.
- Maintain accountability for communication and tasks.