

Effective Leadership in a Time of Crisis

May 12, 2020

Reliance Insurance Webinar
with Bill Stevens, Entrepreneurial Engine



Leading In Crisis

Introduction

What we'll cover

- The challenges in returning to work, re-starting your business and some of the pitfalls to be aware of so you can avoid them
- Leadership actions and behaviours what will help you land right on your people
- Action's and behaviours that we recommend you acquire and practice in the future as a direct result of the pandemic
- We'll finish with a brief leadership self assessment from the Centre for Creative Leadership that will allow you to develop your readiness

The challenges in returning to work, re-starting your business and some of the pitfalls to be aware of so you can avoid them

- Fear and uncertainty about safety
- Fear and uncertainty about financial well being, cost containment
- Physical and mental breakdowns
- The legal framework for returning
- The best management of your available resources and services
- Rebuilding morale
- Your new and different environment
- Your employees
- Your physical work space
- New and different infrastructure needs
- Information people need to have
- Embedding learnings from quarantine and social distancing

Leading In Crisis

What should I do?

What should I be focused on as a leader?

1. Be purposeful.

- Constantly remind people why it is so important that we exist.
- See this crisis as a new way to purposefully serve colleagues and customers in new, meaningful, value-creating ways.
- Leverage purpose as a new tool of innovation; purpose can touch lives in new ways.

2. Be empathetic.

- Acknowledge others' stress in this situation.
- Know that people are also struggling with personal and family issues beneath the business issues.
- Show you care about them versus the enterprise only.
- Repeat, repeat, repeat.



3. Be calm, clear, and confident.

- Communicate with realness, clarity, authenticity, and regularity: tell the real story.
- Express a vision of the other side of this... elevate from now to next.
- Convert anxiety to the attitude “we will get through this together.”

4. Be both action oriented and reflective.

- Reconcile the paradox of pause and action; both are critical.
- Avoid being too passive or too hyperactive during these times.
- Step back to reflect, learn, and strategize when the pace and bias for action are too high.



5. Be inspiring.

- Share stories that reveal the enduring values and what is really important now.
- Remember the purpose of the enterprise and rally people around it.
- See the crisis as an opportunity to more deeply live and serve our people and customers.

6. Be resilient.

- Take care of your energy, wellness, and fitness.
- Encourage others to take care of themselves, and demonstrate by modeling it.
- Show your energy to take on these challenges with energy and innovation.



7. Be aware of mindsets.

- Move from fixed/fear mindsets to growth mindsets.
- Know that our openness and closeness opens or closes others.
- Catch yourself in fixed/fear mindsets and move to growth mindsets before acting or behaving.

8. Be courageous.

- Make the tough decisions on purpose and with courage.
- Pay attention to fear-based, reactive decisions.
- Inspire others with your courage, energy, and positivity.



Leading In Crisis

Are you ready for post
pandemic leadership?

Are you ready for post pandemic leadership?

- | | | | | | |
|---|---|---|---|---|---|
| 1. I aggressively seek key information. | 5 | 4 | 3 | 2 | 1 |
| 2. I effectively communicate information. | 5 | 4 | 3 | 2 | 1 |
| 3. I am proactive and take initiative. | 5 | 4 | 3 | 2 | 1 |
| 4. I think clearly under pressure. | 5 | 4 | 3 | 2 | 1 |
| 5. I can maintain calm and self-control. | 5 | 4 | 3 | 2 | 1 |
| 6. I am flexible, versatile, and adaptable. | 5 | 4 | 3 | 2 | 1 |
| 7. I am positive, upbeat, and optimistic. | 5 | 4 | 3 | 2 | 1 |
| 8. I am creative and can improvise. | 5 | 4 | 3 | 2 | 1 |
| 9. I am resilient and mentally tough. | 5 | 4 | 3 | 2 | 1 |
| 10. I act courageously and take risks. | 5 | 4 | 3 | 2 | 1 |
| 11. I act in a decisive and timely manner. | 5 | 4 | 3 | 2 | 1 |
| 12. I establish a clear vision and direction. | 5 | 4 | 3 | 2 | 1 |
| 13. I am professionally competent. | 5 | 4 | 3 | 2 | 1 |
| 14. I develop caring relationships. | 5 | 4 | 3 | 2 | 1 |
| 15. I empower, equip, and enable employees. | 5 | 4 | 3 | 2 | 1 |

Centre for Creative Leadership

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Conclusion

- Contact

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