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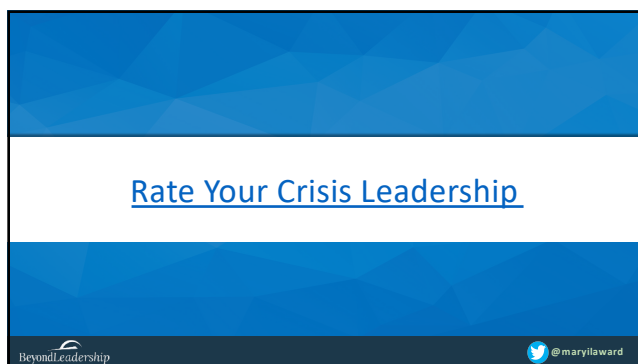
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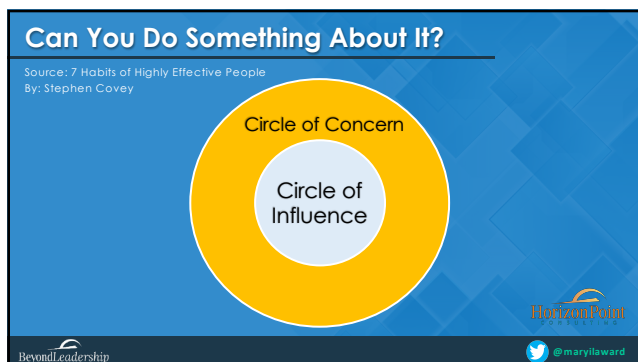
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### Four Keys for Leading Through Crisis

1. Lead By Example
2. Lead By Putting People First
3. Lead Through Communication
4. Lead Creatively

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"The most powerful leadership tool you have is your own personal example."  
John Wooden

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**Wednesday, April 22, 20/20**  
Week 3 of Virtual Leon

Do you all remember way, way, way back in August when we were actually all in the school building together and were able to have conversations in person? We talked about goals and accountability, which means we should do what we say we're going to do. I'll be honest with you all: Last week I did better with my attitude, and it helped to daily write down three positive things. I tried to complete my daily to-do list, but I was beyond pathetic with my physical fitness goals. I didn't do what I said I was going to do. Guess what? I hit the reset button Monday and have been much better about walking, exercising, and riding my bike – even when I'd rather lounge around, play Spider Solitaire, and eat donuts! What do you need to do better on? Be accountable to yourself, and ask someone at your house to hold you to it. One of my favorite authors is coming out with a new book next week, and that – not a donut! – is going to be my reward **IF I DO WHAT I SAID I WAS GOING TO DO!** Stay tuned for next week's email because there may be a really cool prize involved! Until then, take care. Wash your hands. Be safe. Be well. Choose kind. Love you!

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### Urgent -VS- Important

	Urgent	Not Urgent
Important	<b>I</b> <ul style="list-style-type: none"> <li>• Crises</li> <li>• Pressing problems</li> <li>• Deadline driven projects, meetings, preparations</li> </ul>	<b>II</b> <ul style="list-style-type: none"> <li>• Preparations</li> <li>• Presentations</li> <li>• Values clarification</li> <li>• Planning</li> <li>• Relationship building</li> <li>• True recreation</li> <li>• Empowerment</li> </ul>
Not Important	<b>III</b> <ul style="list-style-type: none"> <li>• Interruptions, some phone calls, some mail, some reports, some meetings</li> <li>• Many proximate pressing matters</li> <li>• Many popular activities</li> </ul>	<b>IV</b> <ul style="list-style-type: none"> <li>• Trivia, busywork</li> <li>• Junk mail</li> <li>• Some phone calls</li> <li>• Time wasters</li> <li>• "Escape" activities</li> </ul>

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### Extreme Behaviors

- Extreme Behaviors and Unwillingness to Change often happen when:
  - People are exhausted
  - There is a lack of clarity
- How to help this:
  - Time your interventions correctly
  - Identify what is meaningful (motivating)
  - Eliminate energy wasters and multiple choices
  - Use "bright-spot" philosophy: 1 thing that is working

Source: Switch by Dan and Chip Heath

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### Avoiding Fundamental Attribution Error

"He's a selfish, rigid person." versus "He is exhausted and has just come out of a meeting where he was ridiculed by his boss in front of others."

Reinforce positive behaviors and trust that your colleagues will reinforce your positive behaviors as well.



Source: Switch by Dan and Chip Heath

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### What about when mistakes happen?



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People you work with the most:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

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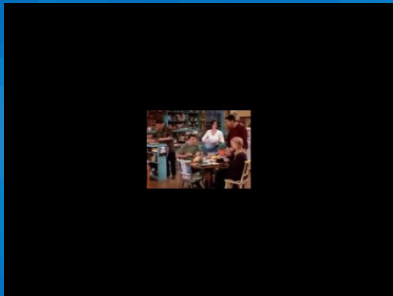
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**Keys to Listening**

Eliminate Distractions	Don't Interrupt
Stop Talking	Eliminate Thoughts of How to Respond
Control Emotions	Ask For Feedback
Give Feedback	Watch Nonverbals

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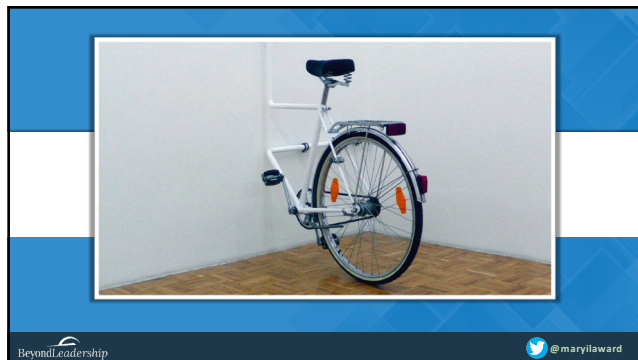
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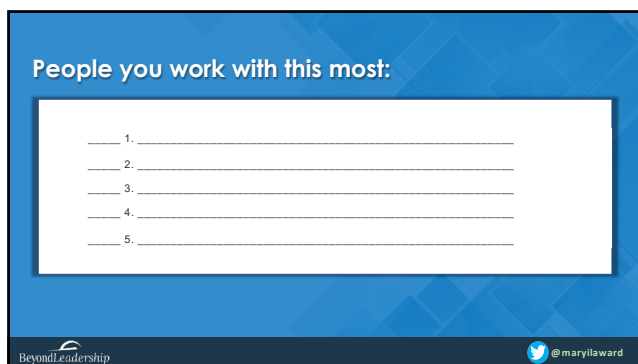
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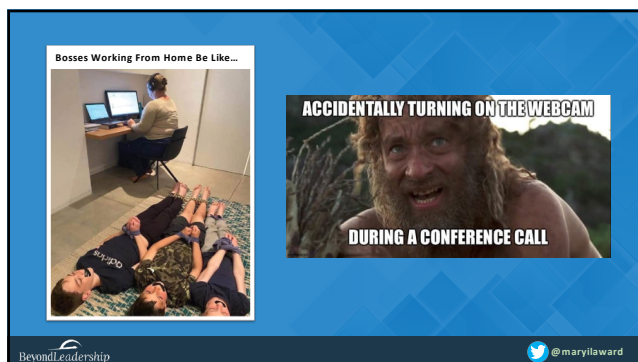
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### Extreme Behaviors

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Source: Switch by Dan and Chip Heath

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#### Your Accomplishment List

- III\_\_ 1. Cleaned out desk
- II\_\_ 2. Exercised for 45 minutes on Monday
- I\_\_ 3. Made call to colleague about project ideas
- II\_\_ 4. Followed up with a customer
- II\_\_ 5. Got oil in car changed
- IV\_\_ 6. Beat high score on Candy Crush
- I\_\_ 7. Made lunches for kids for school
- ALL\_\_ 8. Responded to 247 emails
- IV\_\_ 9. Attended project meeting
- IV\_\_ 10. Caught up on Modern Family episodes

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Blog    

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