

# Leading In a Crisis

## Rate Your Crisis Leadership

### **Creating Behavioral Integrity by DWYSYWD- Do What You Say You Will Do**

“How you spend your time is the single clearest indicator of what’s important to you. Constituents use this metric to judge whether you measure up to espoused standards. Visibly spending time on what’s important shows that you’re putting your money where your mouth is. Whatever your values are, they have to show up on your calendar and on meeting agendas for people to believe that those values are significant. Take a look at your daily planner. What’s the connection between how you schedule your time and what you say are your key values?”

**From The Leadership Challenge**

Where is one area where I’m not doing what I say I will do?

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What can I do to change this?

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Who can be my accountability partner?

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Date and time of weekly check-in with my accountability partner:

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"The growth and development of people is the highest calling of leadership."

**Harvey S. Firestone**

## 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

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

# COMMUNICATING

"In times of stress, the best thing we can do for each other is to listen with our ears and our hearts and to be assured that our questions are just as important as our answers."

**Fred Rogers**

## Active Listening:

- Eliminate Distractions
- Stop Talking
- Control Emotions
- Give Feedback
  - \* Paraphrase
  - \* Ask Questions
- But Don't Interrupt
- Eliminate Thoughts of How You Will Respond (Silent Interrupting)
- Ask for Feedback
- Watch Nonverbals

One thing I can do to improve myself at my most challenging area of active listening:

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## Crisis Leadership Keys

# CREATIVITY

“Crisis moments create opportunity. Problems and crises ignite our greatest creativity and thought leadership as it forces us to focus on things outside the norm.”

**Sam Cawthorn**

## Ten Exercises to Fuel Creative Thinking

### ACCOMPLISHMENT LIST:

- \_\_\_\_ 1. \_\_\_\_\_
- \_\_\_\_ 2. \_\_\_\_\_
- \_\_\_\_ 3. \_\_\_\_\_
- \_\_\_\_ 4. \_\_\_\_\_
- \_\_\_\_ 5. \_\_\_\_\_
- \_\_\_\_ 6. \_\_\_\_\_
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