



Demonstrate Leadership in a CRISIS

KNOWLEDGE SHARING

In crisis, it is important that managers in every department demonstrate confidence in a positive resolution. Here are some tips what managers should do:

Communicate frequently.

- Give employees a reality check - be honest about the situation while maintaining a positive outlook.
- Give employees support or you can also ask for their support for something they are willing to contribute.
- Gather input and ask for feedback from a variety of sources.
- Give staff plenty of time to get used to unpopular decisions.

Develop several options in detail.

- Assess the pros and cons and consequences of each option, staying focused on the vision/goal.
- Once you choose the best option, take charge and make certain everyone knows what it is.

- Involve everyone in the solution, if possible - it helps employees to remain focused on the goal.

Keep in close touch with adversaries and whiners.

- Resist the urge to avoid them, and instead spend time with them and try to gain their support.

Let go of the past

- Don't waste time or energy regretting mistakes or things that can't be changed.
- Defuse tension with (appropriate) humor.
- Maintain perspective.

Pay attention until the crisis is over.

*Contributed by
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