

Best Practices for Leading in a Crisis

A Panel Discussion

Introductions

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Quotes Dave feels describe 2020

Ew, David!

Alexis Rose

Oh, I'd kill for a good coma right now.

Moira Rose

Carrie describes the COVID Effect

Happiness can be found
Even in the darkest of times
If one only remembers to
Turn on the light
— Albus Dumbledore

Dr. Williams' take on 2020



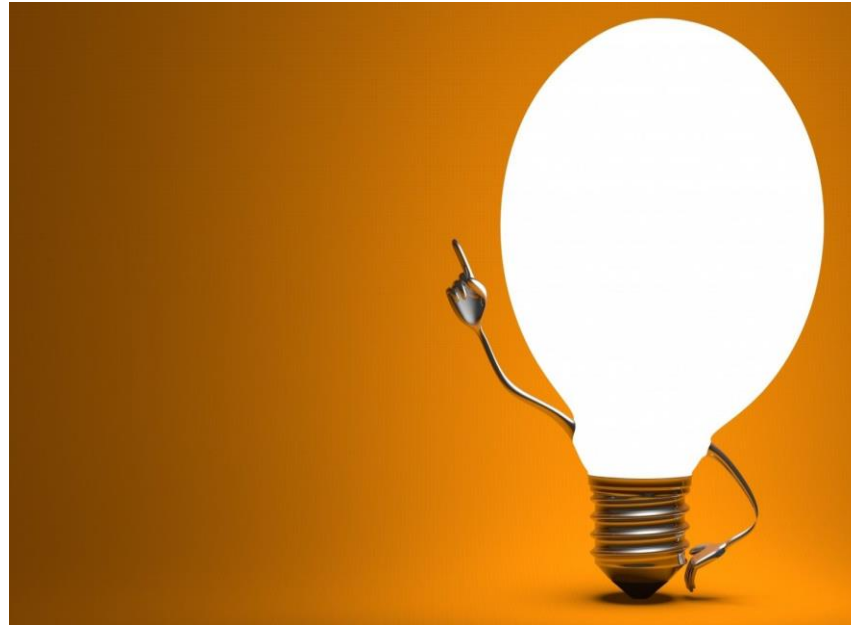
Poll Question



What is your role in your organization?

- a) Service Associate
- b) School Business Official
- c) Facility Director
- d) Other

What was your biggest aha leadership moment during this pandemic?



Poll Question



What is an example of something that you wish would have been done by leaders of a school district, that you think would have had a more positive impact?

What kept you sane during the pandemic? How did you cope with stress?



Poll Question



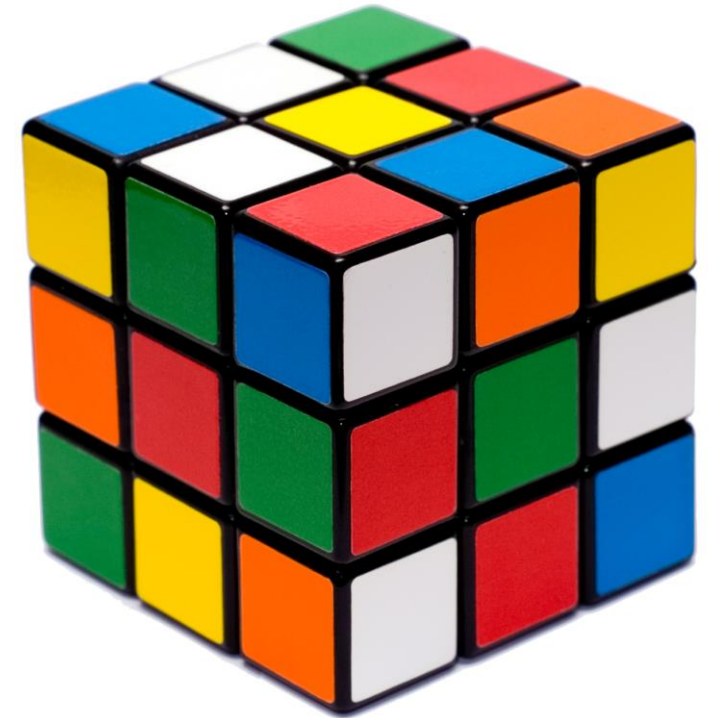
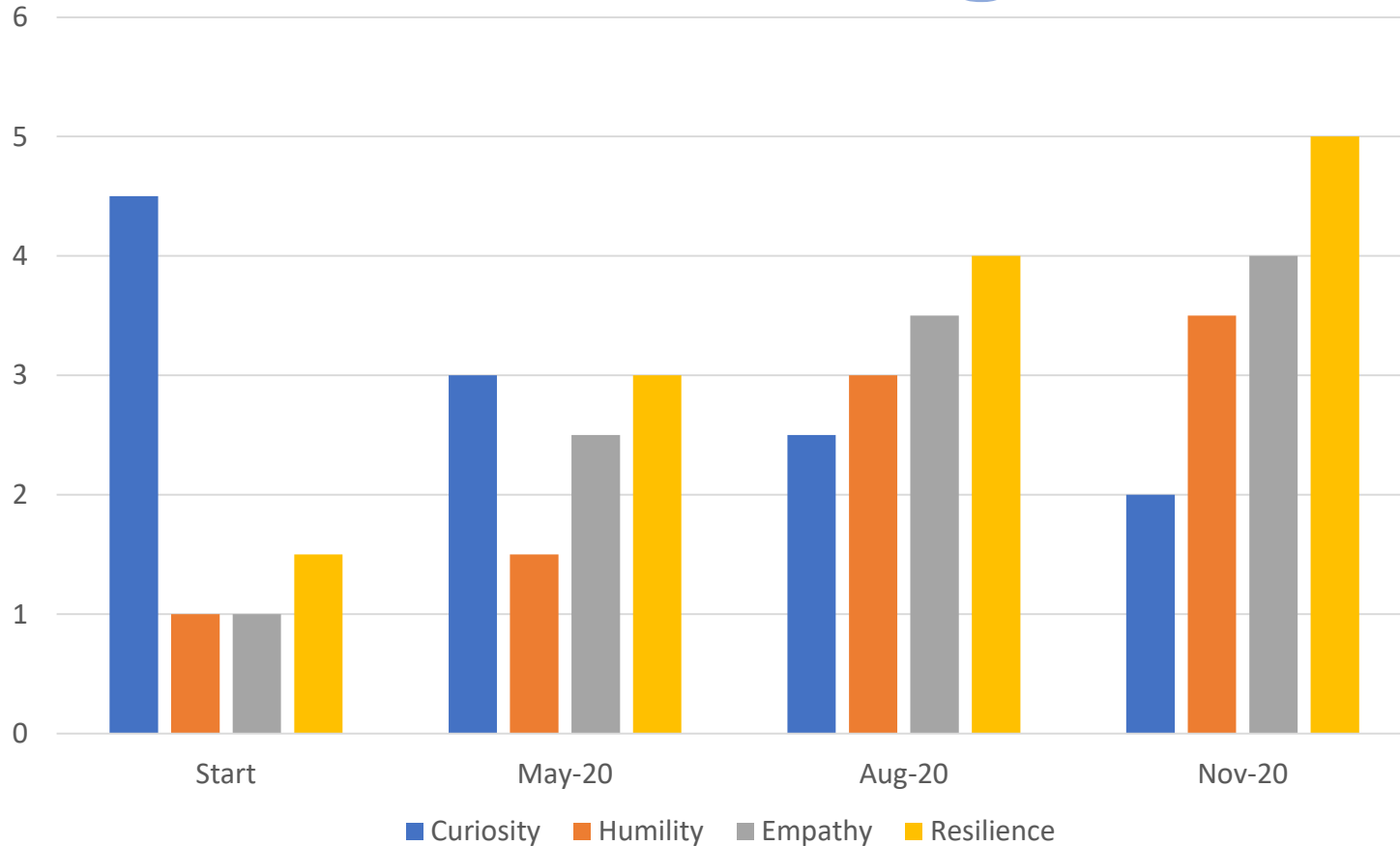
What is your biggest complaint about leadership in your District/Team

- a) Poor Communication
- b) Lack of Empathy
- c) Poor Decision Making
- d) Uninspiring
- e) Other

What does research say are best practices for leading in a crisis?



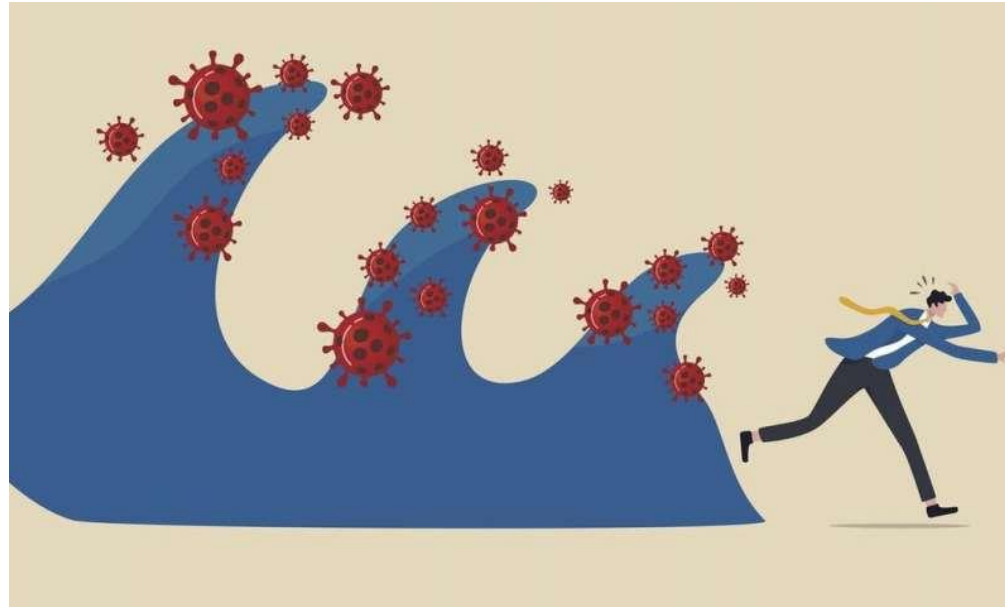
Curiosity, Humility, Empathy, Resilience Intelligence, Integrity



Best Practices for Leading in a Crisis

- Communication
 - Actively communicate and repeat!
 - Adjust expectations and create room for new choices
 - Tell the truth (when possible)
 - Explain the Whys
 - Communicate clearly and kindly
 - Continuously frame the crisis
 - Be visible
 - Be an active listener
 - Focus on shared goals
 - Become the trusted source of information in the crisis
- Relationship Management
 - Ramp up informal communication
 - Communicate openly and honestly
 - Create ways to connect
- Take it personally
 - Take care of yourself
 - Show empathy
 - Know what you stand for (I,e, vision, mission. etc.)
 - Ask for help
 - Be ready for the unexpected
 - Slow down and stay calm
- Dedicate resources for the future (designated survivor)
- Don't eviscerate your leadership structure
- Lead decisively
- Manage the crisis lifecycle, not just the event
- Diversify your team
- Create a "can-do" environment
- Have a long term vision, and a short term plan
- Stay positive
- Step back, observe and make sense of the situation
- Stay flexible and innovative

What advice do you have as we go through the 2nd or 3rd wave of this crisis?



Four Behaviors that help....

Decide with speed and precision

Adapt boldly

Reliably deliver

Engage for impact

Poll Question



What is something that you or your team did that worked really well?



**If you had an opportunity to go back to 2019,
what would you do to prepare your team for
the pandemic?**



Questions and Answers

We thank you for your time!

References

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