

Your Most Effective Management Tools:

Predictability, Control & Safety



Crisis paralyzes by creating unpredictability, powerlessness, and threats.

Leaders that create Safety, Predictability, and Control (based on the current reality) position their teams to thrive in impossible situations.

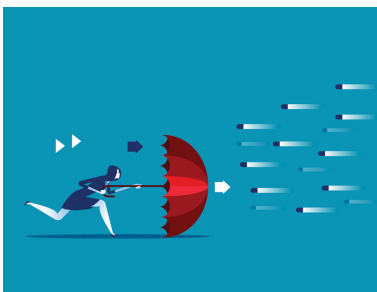


STEP 1

Predictability: Inform your staff of what to expect as much as possible. For example, tell people that things will be unpredictable; establish a regular time for updates; tell people what benchmarks will signal the need for change.

STEP 2

Safety: Make sure that work environments are both physically and psychologically safe. This includes making it safe to identify when something isn't working or learn from mistakes.



STEP 3

Control: Whenever possible, give staff opportunities for control through decision making and providing input. For example, give your staff options about breaks, scheduling and tasks.