

You Got This: Learning To Lead In Crisis

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What To Expect

Format: 30 min tools + 30 mins focused problem solving

- **Week 2:** Getting to the Core Issue
- **Week 3:** Leading Through Compassion Fatigue
- **Week 4:** Building Resiliency for The Long Haul
- **Week 5:** Grieving and Growing
- **Week 6:** Leveraging Crisis for Long-Term Growth

Group Guidelines

1. Confidentiality
2. A.P.I.
3. Adapt, not adopt
4. The wisdom is in the room
5. Learning together



What are your current opportunities?

- Deepen Connections
- Build Sustainable Trust
- Create Loyalty
- Stronger Connections with Clients/Members
- Sense of Community and Belonging

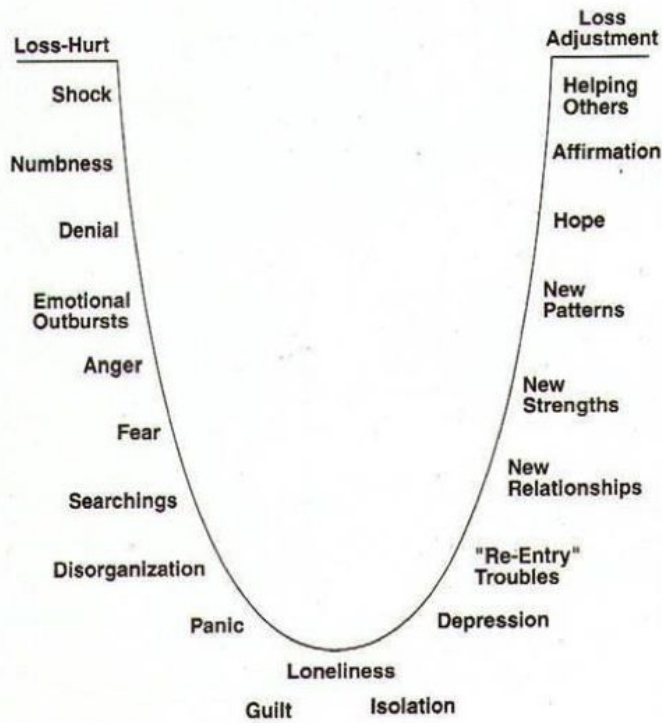




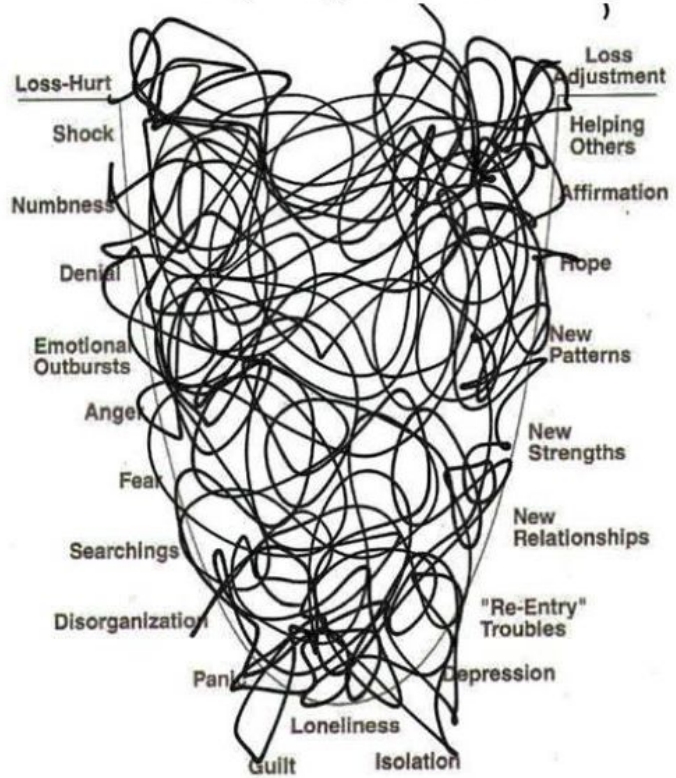
Why Is Leadership So Important Right Now?



STAGES OF GRIEF

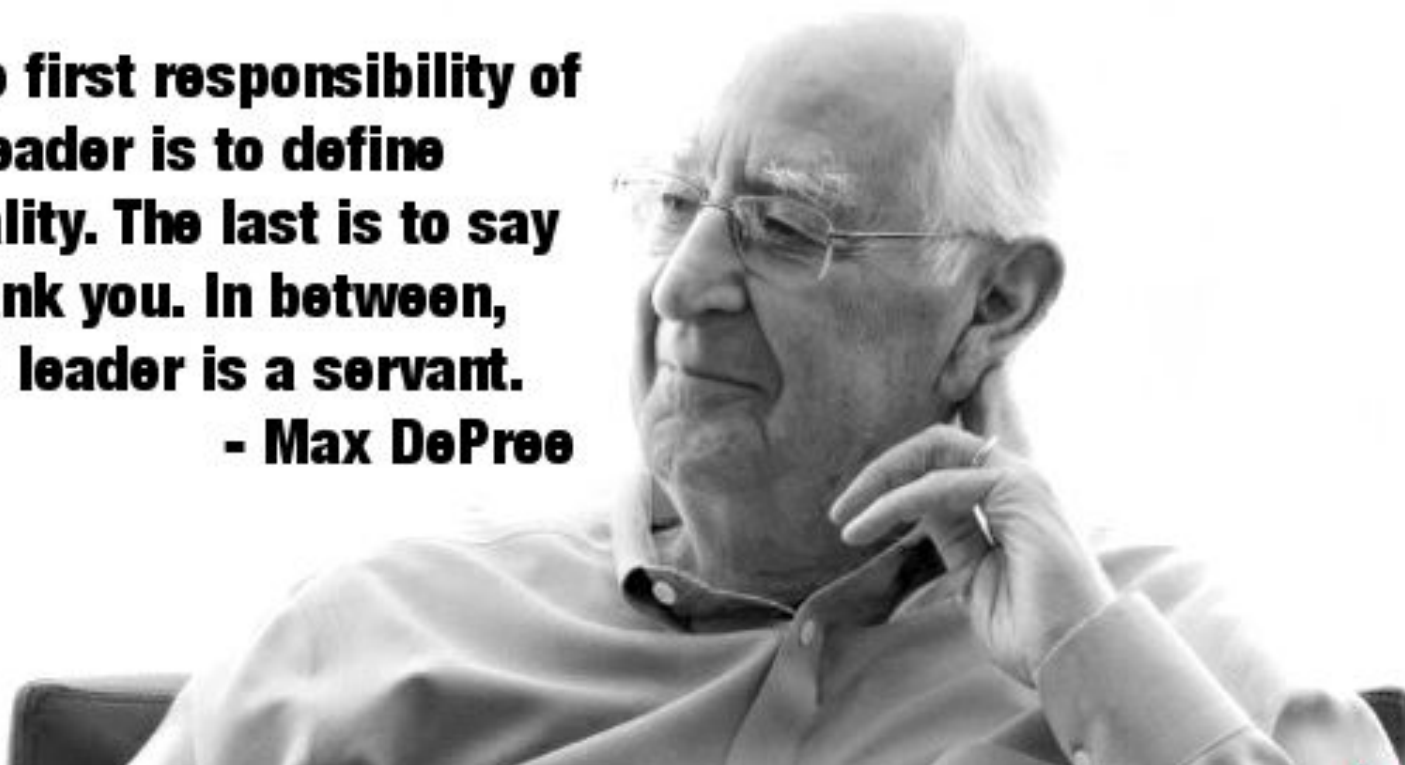


My experience



The first responsibility of a leader is to define reality. The last is to say thank you. In between, the leader is a servant.

- Max DePree



The First Job of A Leader Is To Define Reality



You won't ever have all the information!

1. Say what you do know
2. Acknowledge you don't have all the answers
3. Outline the plan
4. Outline what is needed
5. Acknowledge things will change
6. Establish regular updates and check ins

Safety, Predictability & Control

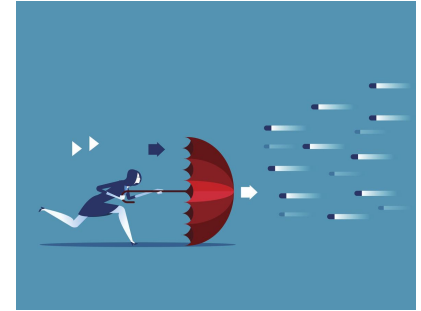
Based on that reality



Safety



Predictability



Control

Community Problem Solving (Masterminding)

1. Issue presentation (2 min)

- Give background
- Tell what you've done so far
- What do you need?

2. Issue clarification (2 min)

- Few clarifying questions

3. Mastermind (8 min)

- Invent first, evaluate second
- Value divergent thinking
- Piggy-back on ideas
- Break paradigms- think outside the box

4. Feedback (1 min)

- What did you hear and what are you going to do?
- Quick reminders from the group (in text)



Closing & Next Week

- Download the chat - Three Dots
- Check you email for a care card and PDF of slides
- Next Week: **Getting to The Core Issues**
- Next week we'll start with ***“What is keeping you going today?”***





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