

The Leader's Role In Transforming Crisis & Conflict

Week 2: Getting To The Core Issues

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Group Guidelines

1. Confidentiality
2. Assume Positive Intent (A.P.I.)
3. Adapt, not adopt
4. Learning together



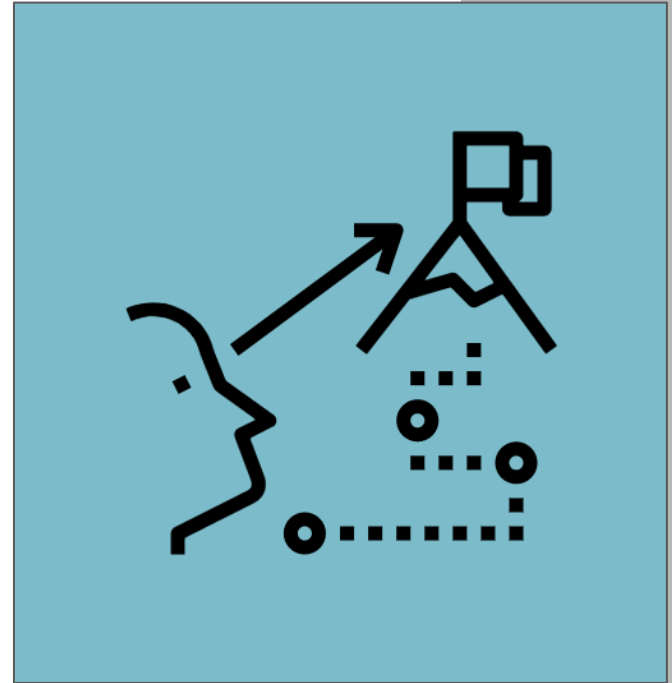
Leading For Growth During Crisis

- Crisis forces us to change because things do not go back to normal
- Crisis forces us to examine what we have done, why, and how
- This can create tremendous innovation
- Starts with growth mindset
- Important to have diverse perspectives and skill sets represented in the conversation

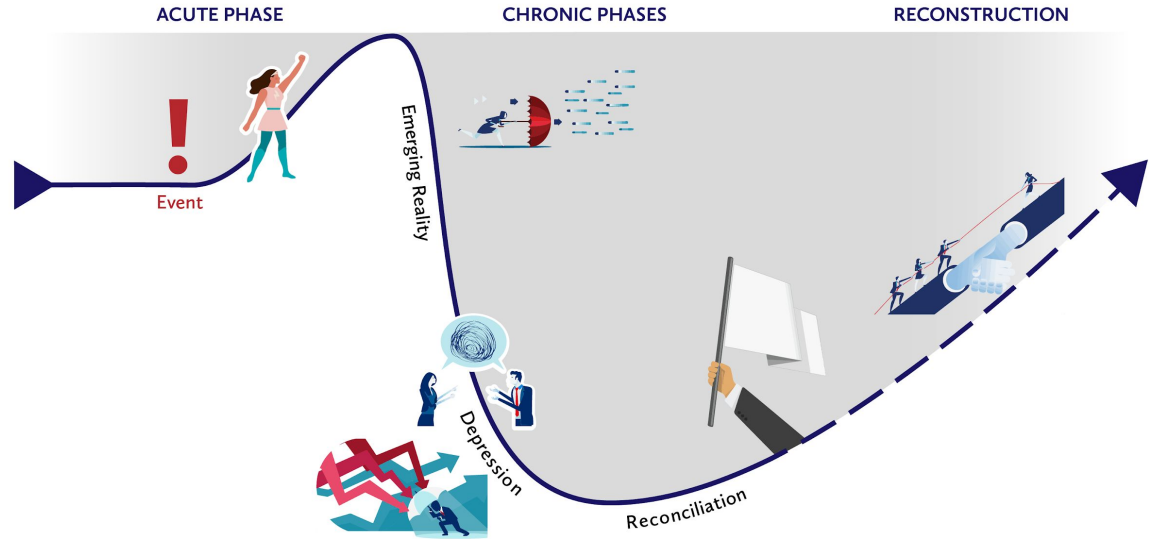


Key Questions to Define Growth in Crisis

- What is essential to our organization working through crisis?
- What is worth continuing?
- What would give us more freedom if we discontinued?
- Who do we want to rebuild with in the future?
- What perspectives have been missing?
- Should we initiate those relationships now?



The Crisis Curve



Compassion During Compassion Fatigue

Crisis leaves us low on compassion when we need it most. In fact, we may become more critical during a crisis.

Why?

1. The compassion we have for others is directly related to how much compassion we have for ourselves.



Compassion During Compassion Fatigue



During a crisis, the silent critic we all carry around in our heads rages because there is so little we can fix or control.

Compassion During Compassion Fatigue



2. Empathy vs Compassion

Empathy: taking on the suffering of others

Compassion: seen/valued/heard while suffering

Compassion During Compassion Fatigue



How to Restore Compassion Reserves:

1. Compassion instead of empathy
2. Notice the critic and label it “critic.”
3. Stop the story in your head. Move your anger to your chest where it melts.
4. Visualize someone you feel compassion for. Let the emotion grow and grow.
5. Think about someone less fortunate than yourself. List their struggles.

Insider Tip: Most Anger Is Caused By Unmet Needs

Most Common



1. Safety
2. Control
3. Success (mastery)
4. Respect
5. Recognition
6. Valued
7. Balance

Community Problem Solving (Masterminding)

Outline the Problem or Challenge

- Background
- What you've done so far
- What is your request of the group?

Mastermind

- Clarifying Questions
- No bad ideas
- Piggy-back



Closing & Next Week

- Learning themes
- Check your email slides, tools, and recording
- Practice: Identifying unmet needs





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