

You Got This: Learning To Lead In Crisis

Week Four: Resiliency & Innovation In
The Post COVID World

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Recap

Resiliency Foundation

1. Define reality (again and again)
2. Safety, predictability & control (based on that reality)
3. Address unmet needs
4. Compassion vs empathy
5. 5 tools to leverage conflict

Today: Resiliency & Innovation

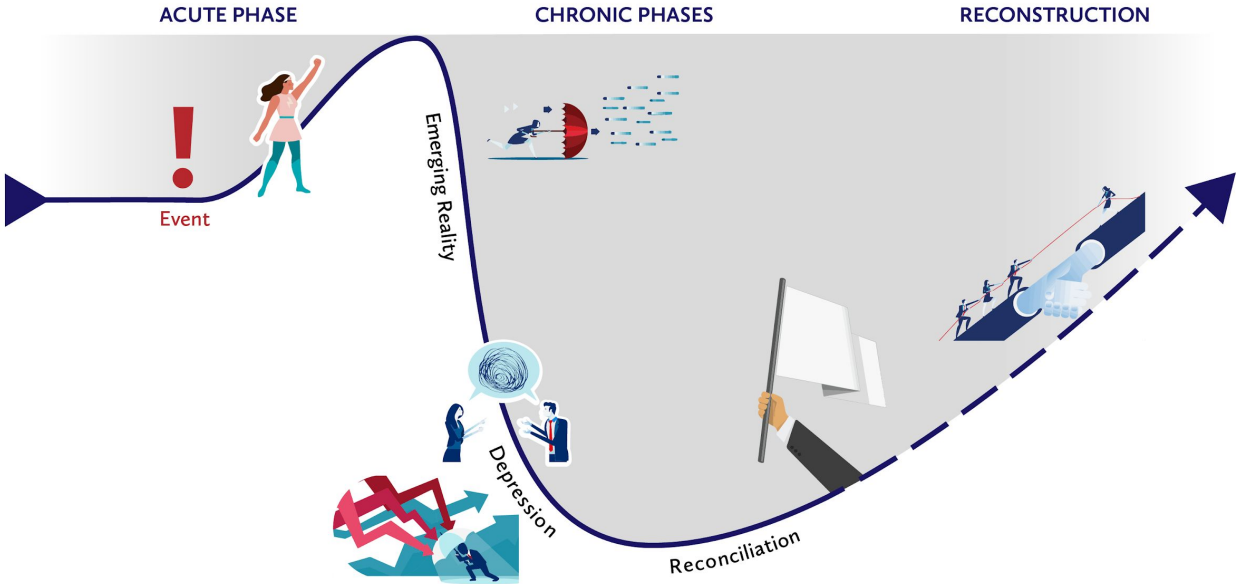


Group Guidelines

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



The Crisis Curve



Resiliency Part II



Key Leverage Points

1. Strategic View
2. Hope & inspiration
3. Micro boosters
4. Ego

Resiliency & Ego

How To Rightsize Ego?



1. Big picture
2. Humility
3. Attend to you inner critic
4. Connection w/ others
5. Compassion & gratitude

Innovation



Today - we will discuss how to innovate during crisis and recovery

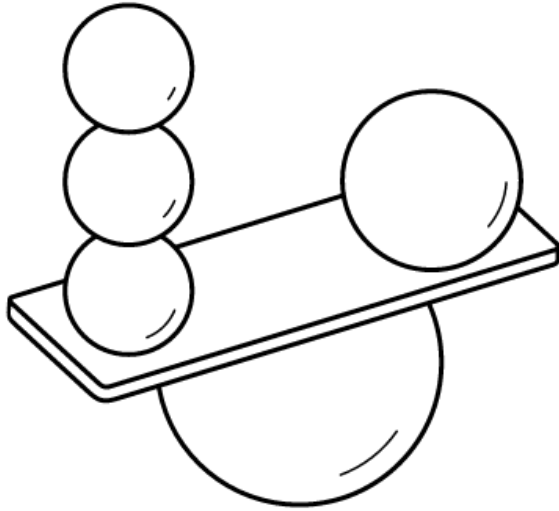
1. Why does innovation matter now?
2. What examples of innovation have inspired you?

Innovation



1. Know your client
2. Active dialogue
3. Change you

Know Your Client



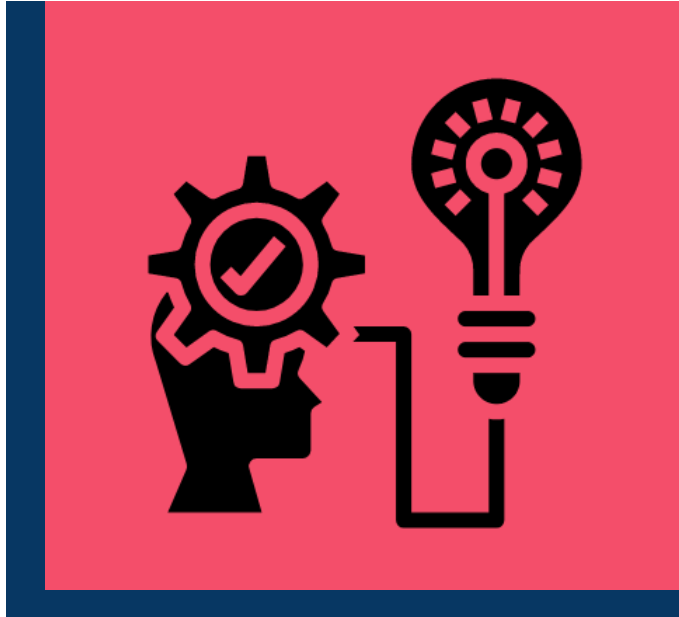
Need Right Now?

1. Trust
2. Seen, heard, valued
3. Stability
4. Hope

Upon Reopening?

1. Safety
2. Connection
3. Ease

Active Dialogue



Build Your Understanding

1. Now - how they have been impacted by COVID
2. What will be a priority?
3. Upon reopening

Change You

Upon Reopening

1. **Empower staff** to respond in real time-customer impact teams
2. Identify shifting **needs & barriers**
3. **Prioritize** highest demand change

Strategic Innovation
(next week)



Break Outs

As a group determine who will be the presenter to report out on your discussion take-aways

- 1- What is one scenario you need to plan to approach with your team?
- 2- How might this scenario look different than ever before?



Idea Sharing



Closing & Next Week

- Download the chat - Three Dots
- Check you email for a care card and PDF of slides
- Next Week: **Becoming Your Next Best Self Through Long Term Innovation**





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