

CRISIS MANAGEMENT

There often isn't time in a crisis to reflect on how to behave as a leader. A crisis is more usually synonymous with the need to think fast, make decisions quickly, take decisive action and communicate swiftly and transparently. All whilst potentially going through some level of personal turmoil yourself. This lurch into action is however vital. But wouldn't it be also great to be able to pause, centre yourself and reflect on the style in which you are going to lead through the crisis?

Unfortunately, there isn't always time. However, you can do that reflection now by spending a few minutes working through the simple exercise below. The 'Preparing for a Crisis' exercise asks you to reflect on how you might behave as a leader in a time of crisis. This prep work can be tucked away somewhere (in your physical or computer memory) and drawn upon as and when a crisis might occur. It is an exercise that can also be used before diving into many other challenging situations.

Preparing for a Crisis

1. Think about a recent crisis you have been through/are going through. For this exercise you can either think about a personal crisis and your personal leadership, or a business crisis and your role as a business leader. If you can't think of a crisis, then maybe think about a crisis someone you know has had to deal with recently. Jot down some high-level notes of the crisis below - What happened, who was involved etc.

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2. Imagine yourself at the 'end' of the crisis, things are settling and returning to some form of normal. You are proud of yourself. You have managed the crisis really well. And, you are particularly proud of the way you have behaved throughout the crisis. Jot down some words that describe how you have behaved.

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3. Now reflect how you might tackle the crisis situation if you really dialled up on each of the behaviours mentioned in Questions 2. E.g. How would I behave in this crisis if I was being incredibly?

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