



# Experience, Embrace & Emerge – Leading ~~Change~~ Through CRISIS

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- Session Outline

- Leadership Traps
- Survive | Thrive
- Meta Leadership
- Opportunity for change
- 4 Behaviors To Manage Change During Crisis
- Six C's of Leading Through Crisis



# What is a CRISIS?



A show-stopping, people stopping, product stopping, country stopping event.



# A Radical Crisis..

- **Is extremely distracting**
- **Reveals what is inside of us.**





# Experience

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# Experiencing “The Leadership Traps”

- **Over-Centralization**
- **Having a Narrow View**
- **Seduction by Management**
- **The Human Factor**



# The Leadership Traps - Solutions

- **Over-Centralization - Seek order rather than Control (Right people for the right job)**
- **Having a Narrow View - taking a broad, holistic view of both challenges and opportunities**
- **Seduction by Management - Taking the long view, as opposed to managing the present.**
- **The Human Factors – To be more Emotionally Intelligent and Unite people as Cohesive Teams**





# Survive | Thrive

- A two-channel system of hardwiring in our brains that has evolved to help us detect and respond to threats and opportunities
- Survive – Flight or Fight
- Thrive – Shared Purpose and Collaboration





# Decision Making

Be emotionally intelligent to create value, by doing long term planning

Create a multi-level hierarchy of stakeholders, contributing to strategic decisions

Centralization of information as and when received, so that stakeholders can taken informed decisions



# CRISIS CREATES AN OPPORTUNITY TO THRIVE

- Adopting new ways of working
- Re-strategize to focus on projects/Program deliverables rather than milestones
- Creating connections and acting as a bridge between individuals & Organization (to thrive the situation post COVID-19)



# Embrace

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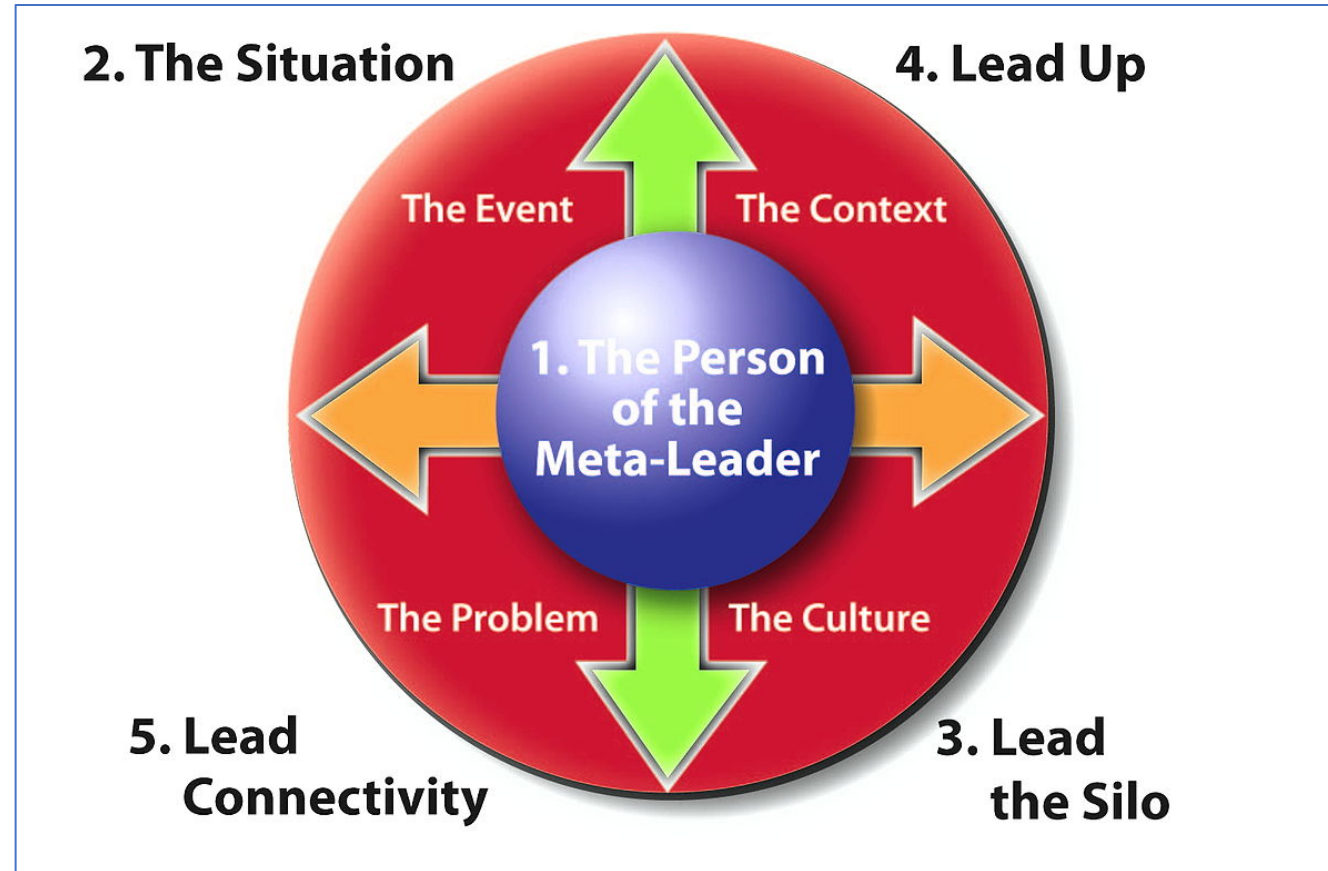


# Meta Leadership



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# 5 Dimensions of Meta Leadership



# Emerge

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# Emerging by Over Communicating

- Information is the oil that greases an organization and keeps it running smoothly.



# Review

(Establish Common Understanding)

# Repeat

(Ensure Understanding)

# Reinforce

(Retain Information)

Key information should be handled with the 3 *Rs*

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# 4 Behaviors That Help Leaders **Emerge** During Crisis

1. Decide with speed over precision.
2. Adapt boldly
3. Deliver reliably.
4. Engage for impact.





# Six C's of Leading Through Crisis



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# Building Resilience for Emergence

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## 1. Calm the mind

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## 2. Look out the Window

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### **3. Connect with others through compassion**

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**The only way to lead through CRISIS is through compassion , hard work and valuing ethics.**

**Gretta Kelzi, PMP – LIMC 2017**

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**True leaders are the ones who are emotionally intelligent and ensures emotional well being of their people while demonstrating ethical behavior during a crisis situation.**

**Rabia Saleem, PMP – LIMC 2020**

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**True leadership is the synergy of people and goals, when in harmony with the 4 Cs (Consistency, Creativity, Connection and Consideration) are assured.**

**Titilola Park– Director Projects**



**THANK YOU!**

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