LR2 Aims Transcript

This is video two in the module on Leading remotely in crisis. Where you can engage everyone around a common purpose, with positivity, solutions focus and systemic perspective. In this video we're looking at the aims for the whole module.

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Today, we are looking at leading in a crisis. And when you're leading in a crisis you ideally want completely shared knowledge, a shared goal and destination that everybody is fully bought into and believes that you can do it. And you really want a high level of trust, as well as that belief that you can do it. And that does not happen by itself. And that's why you so often hear that leading in a crisis is all about communication, communication, communication. Now this is a huge topic. There are programmes that last days, weeks, months, even years. And this is a short module where we will focus on these four core areas that I believe are hugely important in any crisis, and especially while we're working and leading remotely. And in fact they apply anytime that we are working and leading remotely.

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And these four are

One, to provide direction and inspire confidence and hope

Two, to acknowledge the situation and acknowledge the facts, don't be afraid to tell the truth and people can cope with the truth. Listen, show empathy and show that you are also human and how you are feeling about the situation as well, that's all part of acknowledge

Three create a positive mindset and a positive culture, and;

Four provide consistent messages, even if you're having to dynamically respond to a rapidly changing situation. Find ways as a leader to provide consistency so that you're providing some level of certainty despite the huge amount of uncertainty in the situation.

And lastly, of those four, for all of those four In fact, don't wait until you have all the answers. Go with what you have right now.

So, the first section in the next video, we will be looking at how do you think about your direction and provide direction to others, particularly during the complex situation of working remotely and facing a crisis.

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