

Advice for Leaders During a Crisis

GoSkills online course syllabus

Skill level

Beginner

Lessons

27

Pre-requisites

No prior experience needed

Video duration

1h 4m

Estimated study time

1h 4m

Instructor

Madecraft

Introduction

1 Managing uncertainty

Embracing The Change Around You

2 Wired for 3 things

Humans are complex creatures, but we are still wired to need three basic things.

3 Overcoming resistance

During crisis, it's likely that changes are flying towards your team at a rapid pace, and it's likely your team may feel overwhelmed and resistant to the changes.

4 Setting an example

As a leader, your team will likely look to you for direction during times of crisis.

5 Taking care of yourself

In a crisis, you might be doing things differently, like working from home or shifting your hours.

6 Responding to crisis

Navigating what an appropriate response to a crisis should look like is extremely challenging.

7 Communication plan

Communication is critical for keeping everyone on the same page, and during times of crisis alignment is key.

8

Working in a crisis

The nature of work will evolve as the world responds to a crisis.

Understanding a Crisis

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Evaluating what's going on

What classifies something as a crisis, and why do humans react the way we do?

10

Obtaining Information

If a lot of information is being thrown at you, it's easy to get overwhelmed and stressed.

11

Analyzing trends

Headline and trendlines are not the same thing.

12

Making decisions

During times of crisis it can be difficult to make decisions. After watching this video, you'll be equipped with a better method for making decisions.

13

Learning from the past

There are many valuable takeaways you can gather as a leader who oversaw a team in 2020.

Managing Stress

14

Your brain in crisis

Our primitive brain, emotional brain, and frontal cortex all work together to keep us safe in times of stress.

15

Impacts of stress

Your brain responds to stressful situations differently from that of your colleagues.

16

Finding a balance

Maintaining your balance during a time of crisis can be challenging, but it's necessary to reduce stress.

17

Challenges facing leaders

As a leader, you face unique challenges when crisis hits.

18 **Communicating with empathy**
When in a crisis, it's important for you to understand how you should be sharing information with your team.

19 **How to reduce stress**
There's no way around it - crisis, and the uncertainty that comes with it, is stressful.

Financial Implications

20 **Reviewing market trends**
Financial markets will typically have a response when a crisis occurs, and this can naturally have impacts to your organization and personal finances.

21 **Redefining wins**
Defining success during a crisis may look a little different, but it can still be achieved.

22 **Setting new goals**
In a crisis, you're forced to adjust, and gaining new perspective is a helpful way of adjusting.

Adjusting Your Approach

23 **Finding clarity**
If you feel unclear or uncertain, it's increasingly likely that you won't be able to make strong decisions.

24 **Reviewing your contingencies**
When you're managing in a crisis, you must act quickly and with limited information.

25 **What can you control?**
When things feel chaotic, it's important to shift focus towards elements that are in your control.

26 **Working as a team**
As a leader, you'll likely find yourself setting the tone for how your team members respond to a crisis, at least at work.

Conclusion

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Final advice

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