



RESILIENT LEADERSHIP: HOW TO MAKE AN IMPACT DURING TOUGH TIMES

By Heidi Dening



We have been in uncharted territory for a while now, and many of us are scrambling to find a way to ensure that fear, overwhelm and panic don't set in.

As leaders, it is crucial that we are calm, kind, smart and display visionary behaviour every day. Why?

Calm – when we are going through stressful times, it is important that people have someone to look up to who is remaining in control (even if only on the outside!).

Kind – uncertainty can bring out the worst in some people. Your actions today will impact your reputation in the future. Who do you want to be remembered as in times of trouble?

Smart – when there can be so much misinformation, hype and click bait, being the voice of reason that people can trust is essential.

Visionary – people need someone to give them hope for the future. Yes, tough times do pass and although it is hard to foresee how the 'new normal' will look and feel, we must believe that it will eventually be OK.

Here are four behaviours that you should display so you can better deal with stressful, changeable and uncertain times.

LEADERSHIP RESILIENCE- 4 ACTION ITEMS

Be In Service – genuinely go out of your way to help people in your teams to cope. What are some little things you can do that could make a big difference right now? Could you:

- Help setup the technology that we now need for someone who is not

as technically advanced as you.

- Have an 'R U OK' conversation every day with someone in your team.
- Send someone a link to an article that you know would interest them that's light and fun and will bring a moment of relief.

Lead By Example – now more than ever you must be an excellent role model. You must walk your talk and be the leader that others look up to because of your calmness, smartness and vision for the future. Remember actions speak much louder than words so check in on how you are appearing to your team members. Make sure:

- You don't verbally catastrophise about the stressful situation.
- You provide at least one optimistic view about the future situation.
- Proactively keep yourself healthy – e.g. during COVID-19 display social distancing and handwashing; at other times nourish your body, include movement in your day, and talk openly about your non-work hobbies/interests/passions.

Listen Intently – during these ever-changing and uncertain times, mastering the art of being present and really listening

to the challenges, concerns, and stories of people around you will make a difference to their lives, because what we know is that 'being heard' is something most of us want in this world. Make sure you:

- Don't speak on the phone while checking your emails.
- Check in regularly with your remote workers.
- Master the tech so you can have video meetings with your team members.

Be Fallible – no one likes a know-it-all.

- It is OK for you to admit that you don't have all the answers.
- It is OK to acknowledge that things are changing fast and that good decisions you make today could be the wrong ones next week.
- It is OK that you say out loud that you are also concerned with this situation. People trust in leaders who are honest and transparent, but of course it is also your job to be calm and provide optimism and/or solutions whenever possible.

To find out more about Heidi, visit: www.heididening.com