



Leading In Uncertainty

A Leadership Playbook

1 Start with the Human Factor

- Crises are crises because they affect people
- During times of uncertainty, people will go to fight or flight
- Uncertainty is not a linear journey, there are many ups and downs

Checklist:

- Am I aware of the skills and mindsets that I need to demonstrate in this virtual situation?
- Am I clear on the areas that I control and those that I do not?
- Do I have the inner and outer resources to ensure self-care for me and my team?

2 Maintain the Big Picture View

- The human brain is programmed to narrow its focus in the face of a threat
- Your field of vision becomes restricted to the immediate foreground
- Uncertainty can create an adrenaline rush. It's a sugar high followed by a crash
- During uncertainty, we move to the operational comfort zone

Checklist:

- Am I taking a broad holistic view and do I have a mission that creates a sense of purpose?
- Have I established the non-negotiables?
- Am I anticipating what comes next week, next month, and next year?

3 Focus on Leading not Controlling

- The trap for leaders is trying to control everything

Checklist:

- Have I established clear guiding values and principles that help me delegate effectively?
- Have I enabled a nimble, responsive decision-making process?
- Have I enabled clear and simple communication channels in this virtual world?