



APPLICATION GUIDE – June 2020

Leading in Times of Disruption, Part 1

BOTTOM LINE:

Uncertainty and disruption are why the world needs leaders.

KEY TAKEAWAYS:

- The dirty little secret of leadership: Leaders don't always know what to do. They don't have all the answers.
- The unique role of the leader is to take people on journeys to places they've never been before.
- In times of disruption, leaders have to disrupt their own patterns of leadership and resist what might feel most natural for their temperaments and wiring. In times of uncertainty, leaders have to step out of their own comfort zones.
- Great leaders do what has to be done. A great leader doesn't hide behind what's comfortable.
- Do for one what you wish you could do for everyone. Don't be fair—be engaged.
- During times of disruption, your voice is more important than your words. It's not enough for people to read your words. Emails and texts are for normal times. In times of disruption, people need to hear your voice.

QUESTIONS FOR REFLECTION OR TEAM DISCUSSION:

1. During times of disruption, are you making sure that the people you lead hear your voice and know you can hear theirs? How can you do an even better job of making sure your team knows you're in this with them?
2. Do you find yourself not doing something for one person because you can't do it for everyone? How can you go out of your way for someone who needs some extra attention this week?