Leading in Times of Crisis
Presented by the Fisher Leadership Initiative

Summary
During times of crisis, leaders play a critical role in navigating the situation for their respective teams and organizations. There is a need to reduce chaos, increase clarity and build certainty to move forward in the right direction. The Fisher Leadership Initiative is proud to present facts from our recent webinar to help. Add these strategies from Rob Glenn (director of the Office of Business, Industry, and Infrastructure Integration at the Federal Emergency Management Agency) to your crisis leadership toolkit to effectively respond during times of crisis.

“ As a leader, you have to be comfortable with being exceptionally uncomfortable, particularly in front of your own team… that’s part of the leader’s role during a crisis. 
— Rob Glenn ”

Key Takeaways

Reduce the Chaos
Slow the velocity of change and build certainty. Set a cadence for communication and identify essential activities that must be completed.

Respond to the Crisis
Approach crises with humility. Use humor to reduce tension. Encourage others whenever you can. Be honest with your team.

Communication
Increase the clarity of communication to ensure team members understand the plan and how to act.

Have a Deliberate Plan
Build resilience for the future. Acknowledge there will be issues; plan for as many as possible before a crisis strikes. Review and adjust your risk tolerance accordingly.

---