

10 MUSTS FOR LEADING THROUGH A CRISIS

A Gauge and Guide for Maintaining a Strategic Focus Through Your Crisis Response

We know that during times of crisis or great challenge, leaders must prioritize and focus their attention almost entirely on solving or preventing the problem in front of them. Yet in that journey, it's easy to overlook key areas as you lead with focus but still expect thousands to know the story, what success looks like, and their part. This brief assessment will help you discover whether some of these blind spots exist within your own organization.

Feel free to consider these statements all at once or throughout your week, either by yourself or as a leadership team or task force. As you review these statements, think about all the stakeholders and audiences in your organization.

Read each statement and rate how strongly you agree or disagree. Then discuss it with your team.



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3. In our strategy, our people know their role and can consistently describe it.



4. We frequently engage all our managers in honest conversations about the most pressing priorities and challenges at all levels.



5. We emphasize both the rational and emotional aspects of our story in all our methods of engaging people during a crisis.

1 2 3 4 5 6 7
Strongly Disagree Strongly Agree

6. We actively encourage all our people to think through the current challenges and opportunities to succeed, and to share their unique viewpoints.

1 2 3 4 5 6 7
Strongly Disagree Strongly Agree

7. We invite and allow all our people to use their unique talents to identify creative solutions to navigate the crisis at hand, while delivering the best care for our communities.

1 2 3 4 5 6 7
Strongly Disagree Strongly Agree

8. All our people understand exactly when to follow firm rules and when to use their best judgment during a crisis.

1 2 3 4 5 6 7
Strongly Disagree Strongly Agree

9. Our leaders want to hear the truth, and they create an environment where it's safe for everyone to say what they really think and feel.

1 2 3 4 5 6 7
Strongly Disagree Strongly Agree

10. The honest and important conversations in our organization take place in the open during meetings rather than in private.

1 2 3 4 5 6 7
Strongly Disagree Strongly Agree

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