

# LEADING IN UNCERTAIN TIMES

Keep these three tips in mind for leading in times of change...

1. The primary role of leaders is to support our teams – remember that we’re all human beings first and foremost.
  - Connect frequently and regularly at both the individual and team level.
  - Take the time to really find out how they’re doing and offer support.
  - Thank them for the way they’re showing up and contributing.
2. Focus on what we do know, instead of worrying about what we don’t.
  - Lean on the company vision, mission, or purpose statement as a North Star to guide our actions.
  - Draw on the company values and culture – they are not changing.
  - Provide perspective and paint the big picture, so people understand what will remain constant as well as what to do differently.
3. Look for the silver lining – celebrate and recognize team members for progress and breakthroughs as they happen.
  - Expect innovation and breakthroughs to happen as a positive legacy of troubling times.
  - Empower, enable, and encourage people – they will do remarkable and extraordinary things.

