

What a leader needs to be in challenging times

Resilient – you need to make sure you are looking after yourself at this time in order to remain resilient when the unexpected happens. Acknowledge how you feel and what you need to calm yourself



Authentic – listen and acknowledge their concerns, understand their fears and check in on how they are feeling. It's important to be positive, however you should also be comfortable to share the reality and acknowledge you might not have all the answers

Visible – in the right measure! Your presence and contact will be reassuring, but allow some room to allow them to feel trusted to make decisions and get on with the job



Focussed – be decisive and specific about what you need them to do and how it should be done to help them prioritise the right things to work on

Open – create an environment where people can share what's on their mind and their ideas to help make things easier. This approach can offer you opportunities and help people feel useful



Transparent – as far as you are able, share updates with your team as soon as possible to keep them updated so that they are clear and don't hear about news third hand

