

Leading Through Crisis

1

Update key information gathering on a daily basis.

2

Manage information overload – check facts – focus on what is in your control.

3

Use expert advice and build your own forecasts carefully – anticipate.

4

Build a narrative – encompass learnings and continue to check assumptions, listen to others and your heart.

5

Just because you have communicated, doesn't mean others have heard, felt, understood – repeat the chorus.

6

Connect, communicate, connect again and communicate again with your stakeholders.

7

Eliminate red tape – empower others.

8

Weigh your response – be balanced and helpful.

9

Consider sustainability across the organisation.

10

Document your actions and learnings.

11

Reflect on what you've learned.

12

Prepare for a changed world.