

PIVOT

Leaders know they have to adapt during normal times of change. During time of crisis, leaders need to pivot. They need to shift their thinking, alter assumptions, and engineer solutions.

MARY KELLY

PhD. Commander, US Navy (ret)

✉ Mary@ProductiveLeaders.com

🌐 www.ProductiveLeaders.com



LEADING THROUGH A CRISIS CHEATSHEET (C.L.A.M.P.E.R.)

- **C**alm and reassure others - People need your strategy, presence, and vision.
- **L**ead through the volatility - Tough times require strong leadership, creative thinking, and innovative ideas.
- **A**dapt quickly to opportunities - Look for ways to improve processes, procedures, and people.
- **M**anage uncertainty - Provide more communication more often.
- **P**romote collaborationship - Work together with your suppliers, customers, and competitors.
- **E**ncourage resiliency - Adversity builds resilience, so help people see their next steps.
- **R**espond right to changing information - Take the right decisive action based on the information you have at the time.