



7 Tips to Help You Navigate Uncertain Conditions with Resilience and Flexibility

How can I be the most and effective leader in these times of uncertainty? How can I create new business opportunities when so many have perished? How can I help my employees transition into “new normal?” and how to deal with the paralyzing fear so many of our clients and employees are feeling? And how do I build resilience in these uncertain times?

These questions (and many more) have been on top of your mind ever since the crisis started.

And that’s why we put together seven experts with decades worth of experience in a variety of industries to help you reframe the crisis into growth and learning opportunities. All of the following tips focus on things you can control and if even just one of them resonates with you and helps you deal with the challenge, it will be a successful exercise.

BE THE STABLE ROCK YOUR PEOPLE NEED | PRATT BENNETT

Research shows that certainty, consistency, and transparency are incredibly powerful, especially in times of disruption. According to WHO, people trust their employer the most when it comes to information regarding epidemics and pandemics. So this is the perfect opportunity to establish transparency and credibility.

- ▶ **ONE MYTH TO DISPEL:** Don't hold all the information until you get all the answers. People respond to leaders who not only know what they know, but who also share the things they don't know.
- ▶ **A QUESTION TO THINK ABOUT:** What's one thing you, as a leader, can do today to contribute to creating the stability your people need?

Pratt Bennet is an executive and communications coach and VP of Learning & Development at AceUp.

ACKNOWLEDGE EMOTIONS | AMY REBECCA GAY

Our default state is to move away from emotions, especially strong emotions. We like to stay in our own heads because we think that's where the answers are. And in this time of crisis, there's a lot of turmoil and with that, a lot of emotions. We think that if we spend time with those deep emotions, we will get into a dark place that would just leave us brooding on the couch. And with others, we fear that if we engage with their strong emotions that we will get sucked into their deep problems. The solution?

- ▶ **"BE IN THE PRESENT OF WHAT SIMPLY IS."** It's about acknowledging the emotions that are felt in the moment. You can't avoid what you're feeling and why, so being present with it is important.
- ▶ **A QUESTION TO THINK ABOUT:** What emotion are you experiencing is arising for you at this moment?

Amy Rebecca Gay, Ph.D., is an executive coach and expert in conflict resolution.

BE PROACTIVE AND BE PREPARED | OTIS MCGREGOR

If you're not being actively proactive yet, now's the right time to start doing it. One of the ways you can start being proactive is to envision the outcome you want to achieve. And as you envision it, you prepare the plan— the most probable course to get the outcome you want to achieve. The second part of the equation is to be prepared. This is where you think about the “what if” scenarios.

- ▶ **TWO IMPORTANT THINGS HERE:** The first one is to be sure that you are already prepared for what's going to happen (“what if's”) and if a scenario like that happens, you already know what to do.

The second one is that if something happens that you didn't take into account, you have already included a possibility of change into your plan. So even if a situation that you haven't anticipated happens, you've already predicted that there would be unexpected situations. This makes you prepared to adapt much more easily, even if the situation is unknown.

- ▶ **A QUESTION TO THINK ABOUT:** Do you have a plan to lead your team in this situation and what are your “what ifs” for it?

Otis McGregor is a leadership, performance, and communications coach. Otis is also CEO of LTO Enterprises.



STAY CONNECTED TO YOUR TEAMS' DIFFERENT NEEDS | HAYLEY BUONOPANE

We need to reframe our thinking, focusing not on what we can't control, but on things we can control. Look at any disruption as an opportunity to grow and learn and use it as fuel for creativity and innovation. The way forward in a crisis is to continue to learn even in times of struggle and disruption— you need to carry on. Persevere through the change and realize that what was once normal is now in the past and that we're living in a "new normal" that we have to get used to.

- ▶ **A QUESTION TO THINK ABOUT:** What has become the "new norm" for you in these unpredictable times?

Hayley Buonopane is an executive leadership coach and HR consultant, SHRM-SCP, SPHR.

CREATE MINDFUL MOMENTS | JAMES LOPATA

Take a moment during the day to observe your breath. This is called one-breath meditation. It comes from Chade-Meng Tan, who started this practice in Google and created a mindfulness program used even today in Google— "Search Inside Yourself." Pausing for a breath helps you get your center of focus back and improves your attention span. You always have your breath with you. So you can do it anywhere, anytime, under any conditions. All you have to do is pay attention to your breath.

- ▶ **A QUESTION TO THINK ABOUT:** How can you bring paying attention to one breath into your day more frequently?

James Lopata is an executive and leadership coach, and the VP of Coaching Supervision at AceUp.

HAVE A FLEXIBLE AND GROWTH ORIENTED MINDSET | ANTHONY SULMONTE

We all have a way of operating, and everyone responds to the crisis in a different way. If we understand the different responses to the same situation, we can stay connected with other people. The first group is called the complying group— safety through harmony. They look to find harmony through collaboration. They easily lose the focus of their attention and they need someone to guide them. One-on-one meetings are great for supporting them and staying connected with this group.

The second group is the distancing group— distancing from others to stay safe. They prefer autonomy and independence over collaboration and teamwork. You need to connect with them on an intellectual level, with facts and logic. You need to show them how their skills can benefit themselves and the organization in a clear manner.

The third group is the controlling group— overextend themselves to stay safe. They take on too much on themselves. They are big on vision and alignment. You need to help them share the load by insisting on delegating and using leadership development as a motivating factor.

- ▶ **A QUESTION TO THINK ABOUT:** How does your stress response keep you from being engaged and connected with others?

Anthony Sulmonte is an executive and leadership coach.



PAY ATTENTION TO YOUR BODY LANGUAGE, ESPECIALLY ON VIDEO | JEFFREY HULL

When you're building trust online, small things are big things. One of the things we all do is building trust with our clients. And some things we do in-person, such as open body language and smiling happens organically. All of this helps establish rapport and build trust.

But when it comes to the online world, we need to learn how to do these things. And this comes from someone with 30 years of experience in the field who is still learning! There's no magic formula— a lot of different things can work.

Building psychological safety is not about the content and the tips, but about small and nonverbal behaviors and actions. We will always make mistakes, but the key is to keep in mind that what you're doing with your eye contact, your gestures, and smiles helps create a deeper connection and depth of trust.

- ▶ **A QUESTION TO THINK ABOUT:** What one thing can you do with the next person you meet with to deepen the sense of connection, resonance, trust, and rapport?

Jeffrey Hull, Ph.D., is the CEO, Leadershift, Inc., and the Director of Education at the Institute of Coaching.





Summary: Tip Of The Resilience Iceberg

How do I turn crisis into opportunity? Or disruption into adaptation? How do I manage people remotely? And how do I get everyone to collaborate? The answers to these questions and many more can be found in the seven tips our experts gave on building resilience during these crisis times.

- ▶ **BE THE STABLE ROCK YOUR PEOPLE NEED**
- ▶ **ACKNOWLEDGE EMOTIONS**
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