

dependent on too
y of the sick peopl
ographic provides
number of new infe
of disease based
er Spiegel.

**Contagious is
avirus?**

number of people infected
with the following*

Measles	
Smallpox	
Polio	
Mumps	
HIV/AIDS	2
SARS-CoV	
Influenza	2-3
2019 nCoV (new coronavirus)*	1.4
Ebola	1

based on current WHO estimate
source: WHO via Spiegel.de

←

Leading at a Time of Crisis

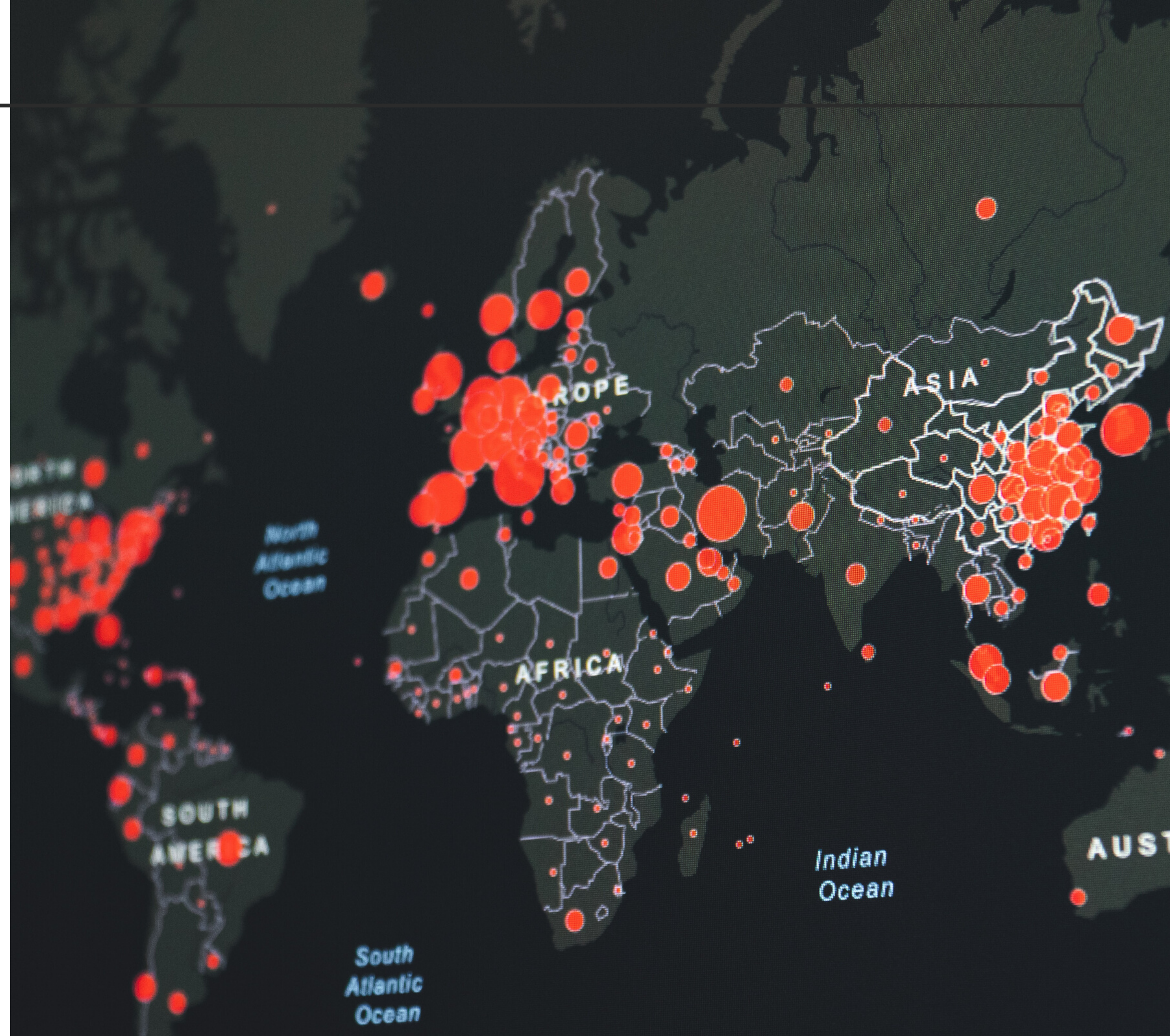
Isabel Valle PCC

Peak Performance Strategist & Leadership Coach



COVID-19 is rocking the world

Leaders
must guide
people into
the future



KEY TAKE AWAYS

#1 Many crises are not preventable. Misled responses are.



#2

Leaders can shape the role they play in a crisis



VICTIMS

VILLAINS



HEROES

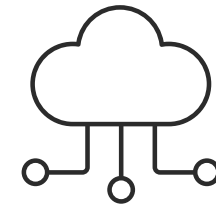


The Art of Effective Crisis Leadership

for Sustained High-Performance

CRISIS LEADERSHIP

FOCUSED AREAS
OF ACTIVITY



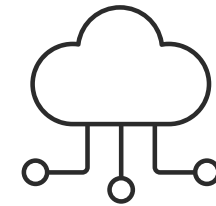
1. ADAPTIVE CAPACITY

Systems responsiveness when
faced with extreme conditions.

CRISIS LEADERSHIP



FOCUSED AREAS
OF ACTIVITY



ADAPTIVE CAPACITY

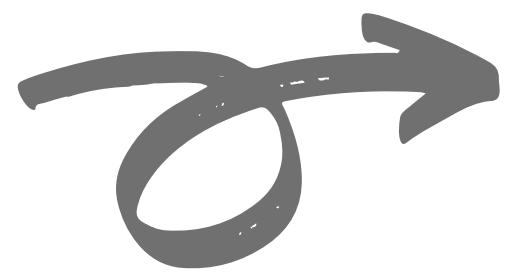
Systems responsiveness when faced with extreme conditions.

CRISIS LEADERSHIP



RESILIENCE

Bouncing back from tough situations, thriving in the face of challenges.

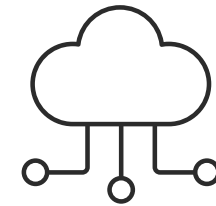


How Resilient Are Your People?



FOCUSED AREAS
OF ACTIVITY

CRISIS LEADERSHIP



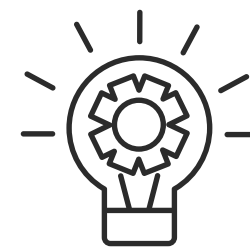
ADAPTIVE CAPACITY

Systems responsiveness when faced with extreme conditions.



RESILIENCE

Bouncing back from tough situations, thriving in the face of challenges.



TRUST

The foundation of cooperation and collaboration. Built through dialogue and actions.




TRUST is built through DIALOGUE and ACTIONS



How can we be fully trustworthy to each of our stakeholders during this difficult period?



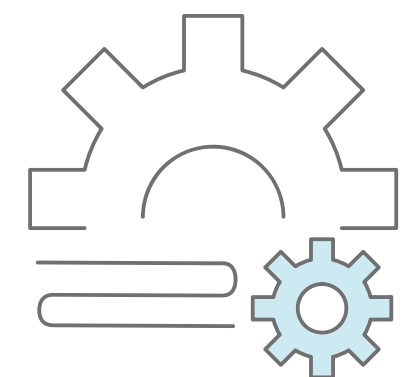
 YouTube



COVID-19: A message to Marriott International associates from President and CEO Arne Sorenson.

TRUST
is
earned

What Employees Need from Leaders Right Now



With the recent impact of COVID-19

**"45% OF EMPLOYEES STRONGLY
AGREE THAT THEIR
ORGANIZATION CARES ABOUT
THEIR OVERALL WELLBEING."**

GALLUP RESEARCH



HOW DO YOU LEAD AND INSPIRE EMPLOYEES AMID A GLOBAL PANDEMIC?



Fear, Helplessness and Victimization

08

**In times of
crisis,
where can
human
nature take
us?**



Self-Actualization and Engagement





Employees need

TRUST

COMPASSION

STABILITY

HOPE



JACINTA ARDERN

PRIME MINISTER NEW ZEALAND

STAND OUT CRISIS LEADER



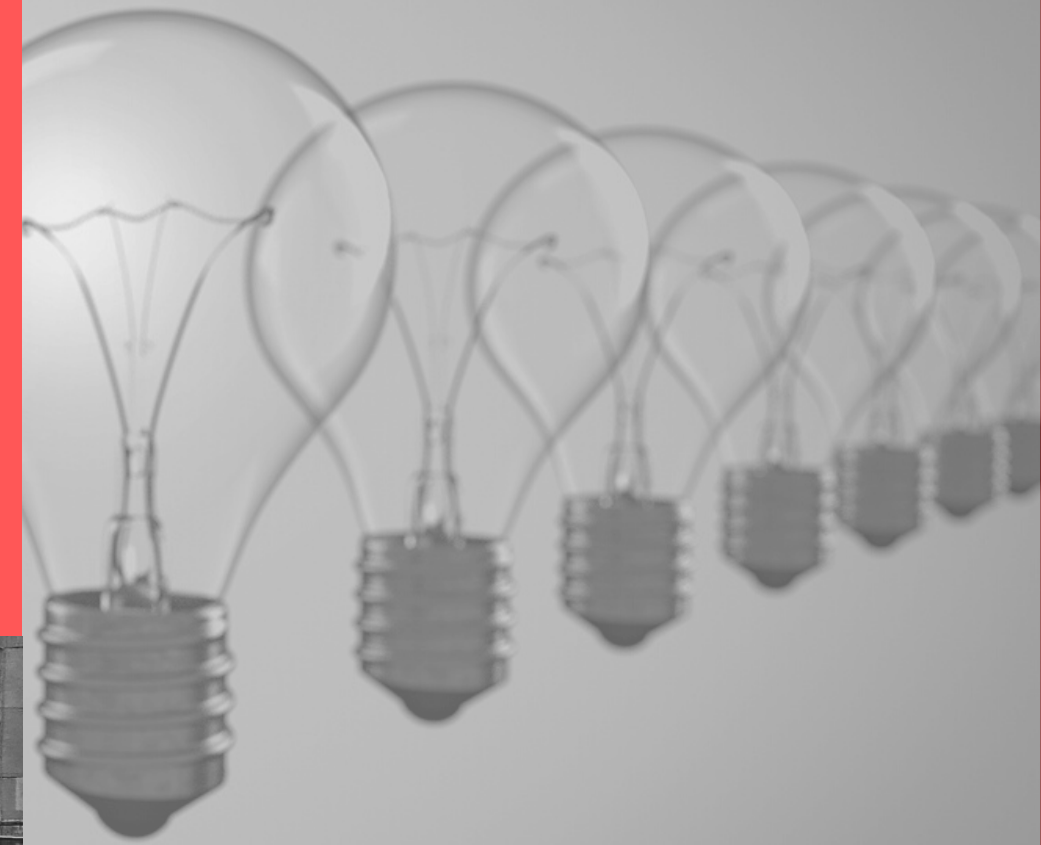
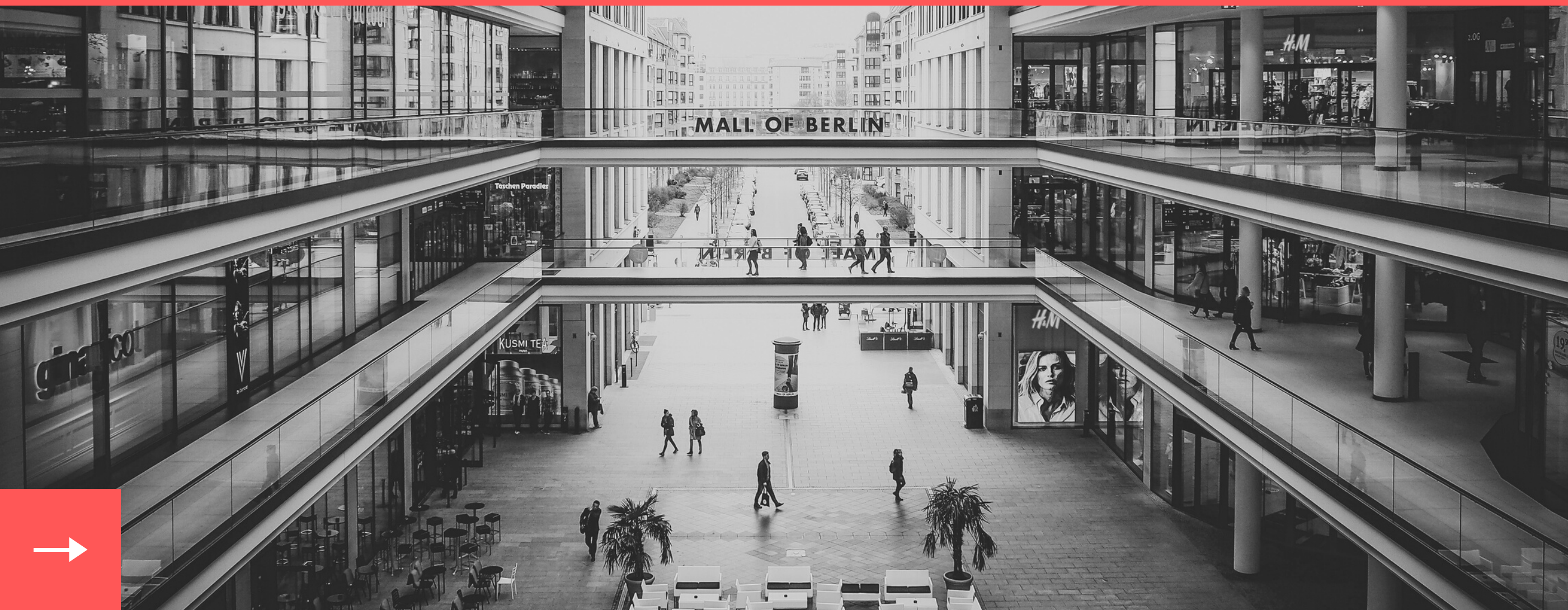
Actions Needed During the COVID-19 Disruption

CRISIS LEADERSHIP



1

Create a Central and Clear List of Priorities



HYPER-CLEAR



2

Pursue a Non-Binary Approach to Problem Solving



PLAN A, B, C & D



3

**Be Honest, Empathetic,
Clear and Simple**



ALL EYES ARE ON YOU



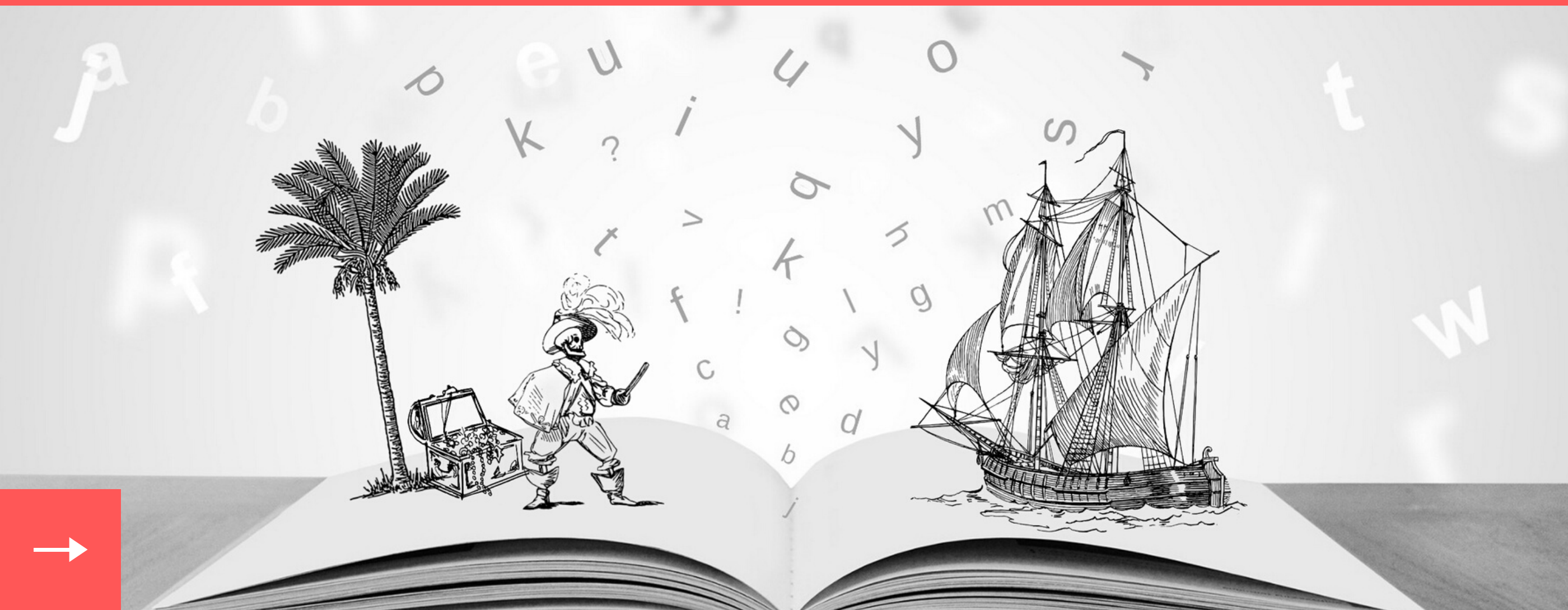
10 x 10 x 10 RULE

**SAY SOMETHING 10 TIMES IN 10
DIFFERENT WAYS FOR PEOPLE
TO RETAIN 10%**



4

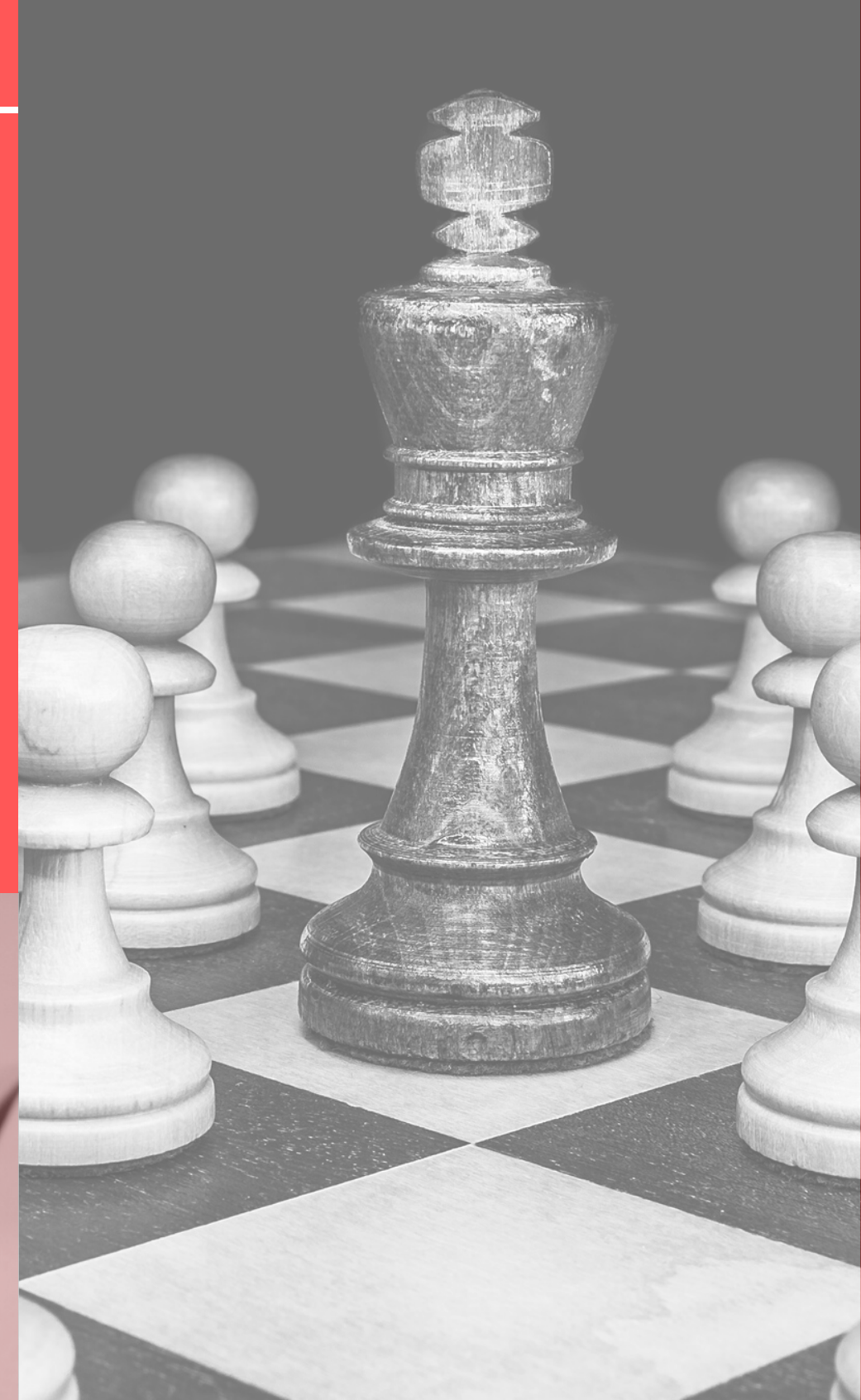
Write Down the Stories



BRING PEOPLE TOGETHER



**"The pessimist complains about the
wind. The optimist expects it to
change. The leader adjusts the sails."
-- John Maxwell**



BE A ROLE MODEL



Get Social With Me



www.facebook.com/globalroom



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