



## **Resilience – Keeping it Together** **April 28, 2020**

### **New Chamber Leadership Training Series - Responding to the Pandemic**

- Tuesdays
- 9 – 10 am
- ZOOM Meeting
- Hosted and sponsored by Treebranch Group Marketing & Hosting
- Facilitated by Todd Popham

### **10 Minute Chamber Update – Liz League**

- Resources

### **Crisis Leadership Skills**

Last week we discussed...

#### Building Your 90 Day Plan

- Restart v. Reopen
- Act With Urgency and Prudence
- Understand client needs have changed – what is the impact to your business?
  - Short term – providing you current goods & services to support your cash flow
  - Long- term – understanding their new needs to keep your business growing and sustainable
- Millions of isolated households whose routines have been upended – they seek entertainment, comfort, and hope
- Maintain Cash flow/Delayed payments/Credit/Govt Support
- Keep Your Best Employees
  - Think long term (furloughs v. firing)

## **Resilience – Keeping it Together**

“To be human is to be tested over and over, and we usually need abundant help from others”

- Madeleine Albright

Three key skills needed to lead effectively through a crisis:

- Adaptive capacity, resilience, & trust

Resilience:

- Knowing how to cope in spite of setbacks, or barriers, or limited resources
- Common causes: family and relationship issues, serious health problems, workplace challenges, and financial stress

Leading with resilience means the ability to keep it together. Leaders who keep it together keep us together.

## **How would others (clients, team) describe your mindset right now – are you keeping it together?**

Recharge v. Endure

- Resilience is about how you recharge, not how you endure

Recovery

- Just because work stops, does not mean you are recovering
- Recovery
  - Internal – during the workday (calendar breaks)
  - External – getting away

Resilience Builders

- Aspiration – think how your business can emerge stronger
- Flexibility – accepting uncertainty and being open to change
- Persistence – pushing through with grit
- Positive view of your abilities – rely on yourself as well as others
- Avoid seeing crises as insurmountable – glass is half full
- Context – long term perspective
- Struggles build strength – weight training

## **Takeaways**

- How can you build your resilience – for your clients, team, & self?