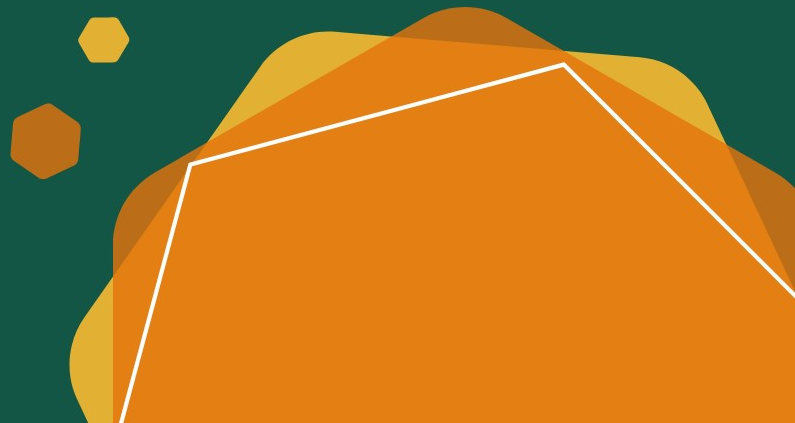




NAVIGATING THE COVID LEADERSHIP CHALLENGE



Demonstrate decisiveness with empathy

This time will challenge many leaders to make difficult decisions for medium to long term organisational success. Every effort should be made to take care of people first. There may be times when leaders will be required to make difficult decisions and they will face significant discomfort. However, it is necessary that leaders work through their discomfort and make the best decision in the midst of uncertainty and no guarantee of success. Tough decisions that impact people should be made with empathy and communicated with compassion.

Develop and communicate your vision and plan for building resilience and emerging stronger

As a leader, where do you want the organisation to be in the medium to long term? What is your plan for success post COVID-19? Now is a good time to assess, strengthen, build resilience and ensure that the organisation emerges stronger. Take time to develop and communicate your vision and plan for success. Communicate clearly: what are the actions, behaviours and values required for medium to long term success; what must the organisation address to become more resilient; how do we need to evolve our business model and approaches to accelerate recovery when things begin to improve?

Remain flexible, adaptive and innovative

Take a look at the current situation through different lenses. Reframe elements of the situation in a positive way. What are the opportunities for improvement that the organisation can address at this time? Become more open, flexible and adaptive to ideas such as remote working, new technologies and new approaches to create value. It may be difficult, but now is the time to encourage staff to innovate and create opportunities for people and business success.



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