



## Leading Through Chaos & Crisis

### 3 Keys to Navigating Beyond Surviving to Thriving

The times are unprecedented and there is no guidebook for what you are facing. It feels like you are building the ship as you attempt to sail the stormy waters. Even in such unknown circumstances, there are best practices to rely on.

- **Problem #1 Emotional Entanglement**

Allowing yourself to become entangled with the charged emotions of the circumstances. Your feelings get the best of you and you are frustrated, irritated, angry. Below it all, you are afraid of a negative outcome for you and your organization.

- **Problem #2 External Domination**

The news, your competitors and your clients are in an uproar and your employees are looking to you for the answers. You get negative tunnel vision, constrained by all the bad news "out there," and your focus becomes externally directed.

- **Problem #3 Business as Usual**

You hunker down and dig in your heels. You tell yourself, and others, that if things have worked up to now, they will work from now on. Head down, work hard and carry on seems the best way to go even though that mindset could lead you right over a disastrous cliff.

## Core Success Crisis Steps

The storm may be raging, yet you still have the control and tools for stability and flexibility. You can not only weather the storm but equip yourself and your organization for sailing beyond. These three

# #1 External Awareness

As a leader, you know how to guide your company and team. When launching a product, changing directions, or designing ways to increase the bottom line you normally sharpen your focus and do not get sidetracked by perceptions and desires, yours or those of others.

Impending doom stories, though, dominate in a crisis, whether an organizational one or a global one. Information screams at you from all sides. Your task is to distinguish your feelings from the facts and then discern what facts are of relevance to you.

1. **Filter Facts from Feelings:** Identify the facts - what your senses observe. Notice and distinguish what your feelings are about those facts. Carve out 20 minutes, grab a notebook, and inventory the emotions you have around the crisis - feelings about your private well being, about your company and perhaps concerning the wider environment. Your feelings are valid and influence you more than you may imagine.
2. **Process Emotions:** In organizations, do group facilitation to discuss impact of facts on personal involvement. Then set time in your calendar and find a useful and supportive way to work through your feelings, away from the job. Give them attention so that they do not sabotage your professional impact.
3. **Reveal Relevant Facts:** After separating out the facts, identify which factors impact you. Invest quality time to analyze the facts of the situation. Which things have a direct, and indirect, impact on you and your organization? List those factors. You will utilize your skills of keen assessment and external awareness to inform your decision making and action taking.

# #2 Internal GPS

After you have identified and processed your emotions about the situation, turn your attention to your internal guidance system, the one you have always relied on. It is a subtle yet significant shift moving away from letting external influences dominate you to using your intention to orient and direct yourself internally. Groom access to your internal GPS as a habit.

From here, take an honest look at where you, and your team or organization, are currently at:

1. **Vision Snapshot:** Notice where you currently stand in regard to your vision and identify what are your challenges as well as your celebrations. Make a literal list of your celebrations as well as your challenges.
2. **Status of Strengths:** Pinpoint and factor in your internal strengths and weaknesses. Again, write these down. Notate how they are showing up in the current circumstances. This is critical information for your strategizing process. Only when you know how you are operating internally can you navigate well externally.
3. **Capture Critical Issues:** Determine which of the facts, and specific factors identified earlier, are impacting you, and are critical to address in the next best steps for yourself and your team.

## #3 Streamline & Strategize

Especially in situations when things are volatile, in chaos or crisis, it is vital to slow the process, streamline and strategize, taking time to consider all factors and their implications - finances, resources, your people, time management, productivity, project management, collaboration, communication, etc. Take a snapshot, inventory of the current internal situation, then streamline and strategize.

1. **Emphasize Essentials.** Shave off excess and reduce redundancy. Eliminate or put on hold what is not necessary for this very moment and for the essential next steps. Keep only what is core to your vision, the well-being of your people and the success of your services or products. Remove what is non-essential for immediate next steps. Operate from and with those essentials and shelve the rest for now.
2. **Target Tactics.** Strategize with your team on next steps and resources needed. How can you utilize what you have captured thus far. Then strategize with your team. How can you profit from the inventory you have captured? What internal, and external, resources, input, experts should you engage? Identify connections, eventual pitfalls and profits from those possible steps and then strategize the best actions to take.
3. **Pick Priorities.** Design the most efficient and effective sequence of the essential resources and strategies you have now identified. What is the best prioritization of the strategies for most efficiency? Then consolidate your results into an outline of strategic steps, simply stated, that will get you the farthest, the fastest and the surest, to create the highest productivity and profitability possible.

### In summary:

- Identify and disentangle yourself from your emotions caught in the crisis. Honor and process your feelings and then zero in on the facts.
- Turn on your Internal GPS. Maximize your internal guidance system while remaining highly aware of the external circumstances.
- Streamline and strategize with your team. Prioritize essential steps, delegate accordingly, and take action.

You have zero control over external circumstances, and you have 100% control over how you view and respond to them. These Core Success Crisis Steps stop the reactivity, give you a simple process to engage with the situation and help you navigate how to survive and thrive in and beyond the crisis.



### **An international Crisis Transformation Specialist**

Leez  Carlone Steindorf's extensive background in world class multinational corporations, trade-unions, nonprofits and educational institutions in over 35+ cultures promotes consistent forward movement especially during the most extreme of circumstances. Leez 's corporate trainings are internationally acclaimed, and her facilitation is accredited. She is a member of the Forbes Coaches Council, a Jack Canfield Success Trainer, a former Tony Robbins Results Coach and holds certifications as a Mediator, Trainer & Group Facilitator and a degree in business management.

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