

LEADERSHIP IN TIMES OF UNCERTAINTY

BY JOELLE MONACO

Over the past four months, many employees have taken into account both their leadership and organizational culture. Some individuals have seen leadership lead from the front, further strengthening their connection and commitment to the organization. At the same time, others have experienced the opposite. Many organizations have focused on their operations and consumers, leaving much to be desired from their employees.

According to Gallup, Managers Account for 70% of Variance in Employee Engagement.

Typically, in times of uncertainty, leadership becomes hypertensive to the organizational operations, accounting, management, and the bottom line, but what's generally missing? I might argue the most important thing is the human experience. While it's safe to say we all know those operations are essential and imperative, incorporating ideas and concepts that take into account the human experience are mission-critical to an organization's long-term success. What is an organization without its most talented and creative workforce?

Things for leadership to keep in mind through times of uncertainty:

- Listen; to understand, not to respond. You may not know what or how to make an impact, but your team may.

- Be Transparent; you don't have to know the answers or directions but be open and honest. An individual's perception is their reality. If you say nothing, one will assume you don't know; it's not an organizational focus, or worse yet, you don't care.
- Prioritize and reprioritize; things are happening and changing quickly. Pivoting to create a strength-based approach no matter the obstacles may be exhausting, but this will prevent a team from feeling overwhelmed or feelings of negativity from entering the creative space.
- Be empathetic; your experiences are not the same as those sitting next to you.

Create a community built on various experiences, perspectives, and voices.

Don't Stop; leading from a people-first approach will ensure you protect and invest in your most valuable asset, your team!

A leader's learning and evolution are essential; reflecting on things that you could have done differently means you are growing. Be honest about miss-steps and where you want to go; individuals will appreciate your honesty and, in many cases, step in to support you in this movement.

Keep learning and growing, and be the leader you would want to follow!

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