

A Scorecard on Situational Leadership in Crisis

- Can you assess the crisis situation and identify the leadership style most needed (directing, coaching, supporting, delegating)?
- Do you comfortably switch gears and adjust your approach based on the situation's evolving needs?
- Can you shift from a directing style to contain the issue to a coaching style to guide your team through recovery?
- Do you understand your team members' strengths, weaknesses, and experience levels?
- Can you tailor your leadership style to motivate and empower each team member based on their capabilities?
- Can you provide clear instructions to a new employee while offering supportive guidance to a seasoned team member handling customer inquiries?
- Do you maintain open and transparent communication with your team during a crisis?
- Do you encourage questions, concerns, and feedback to foster a collaborative environment?
- Can you clearly communicate the situation's severity, action plans, and updates while also creating a safe space for your team to express their anxieties?
- Can you instill a sense of calm and purpose in your team amidst the chaos?
- Do you empower your team members to take ownership and contribute their skills to overcome the crisis?
- Can you inspire your team to tackle the investigation with confidence while acknowledging the challenges ahead?