

THRIVING IN CHALLENGING TIMES: How to Lead Your Team Through Crisis

CanWISP



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The background of the slide features a dark blue gradient. On the left side, there are several light-colored wooden figures of varying heights and shapes, some of which are stylized to look like people. Scattered around these figures are numerous light blue speech bubbles of different sizes and orientations. A vertical beam of light shines down from the top left, illuminating the scene.

Must allow space to deal with negative emotions.

- Address negative emotions; Use powerful questions and active listening.
- Use the emotion as fuel to create positive change. Ask:
 - “What can we do to address this?”
 - “How can I help?”
 - “What would make this better?”
- Channel negative energy into action





Make steady investments in relationships.

- Connect with the person (e.g. check in on people to see how they're doing)
- Make a little time to connect with each team member each day
- Plan for connection by scheduling it into your calendar or using a small segment of meeting time to 'check in'



Help individuals find new ways to measure their progress.

OUTCOMES

- This is the traditional way that businesses measure progress, but it may not seem meaningful to every team member

Revenue

Costs saved

Products launched

New customers signed up

Team hired

Promotions

BEHAVIOURS

More sales calls

More engagement with social media

More engaging / simpler updates

Fewer errors or corrections

Better processes

RELATIONSHIPS

Better collaboration across departments

Stronger connection to senior leaders

Engagement with potential new customers

LEARNING

Skills

Confidence

Resilience

Lessons for the future

Source: Third Factor (with adaptations)



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Got questions? Contact me.



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