

BILL FOURNET

# LEAD FOR TOMORROW

Excelling Through The Chaos of Covid 19



# PREPARING YOUR ORGANIZATION NOW

## STARTING POINT

**Leadership Drives Success/Failure In Crisis**

**Safety And Care Should Be Priority #1**

**The Situation Is Fluid By The Hour And Will Be For The Next 1-2 Weeks**

### **Focus on:**

1. Getting good intel: Validated data (facts) with context
2. Considering short-term decisions, actions, impacts
3. Start watching for long-term trends and strategic moves



# PREPARING YOUR ORGANIZATION NOW

## ORGANIZATIONAL/OPERATIONS

### **Test/Validate Your Remote Technologies + Infrastructure**

- MS Teams/Skype/Zoom
- PCs: Laptops/Desktops
- VPN/Security/Access

### **Assess Your Essential/Non-essential Functions, Remote Opportunities**

- Establish organizational & geographic “areas”
- Keep them as clear “units” for status, action, impacts, boundaries
- Establish clear communication lines for decisioning, intel, and action within each unit



# PREPARING YOUR ORGANIZATION NOW

## COMMUNICATION + DECISION-MAKING

### Over Communicate Your Confidence In Your Team

- Make the best decisions they can
- Support their people first

### Create Guidance

- Escalation Guidance (*when and to whom should I communicate?*)
- Remote Working Guidance (*what teams should do to establish rhythms, peer comms*)
- Personal Guidance (*what leaders want their team members to consider when making a decision or taking action*)

### Establish Team Rhythms

- Establish cascading “standup” status calls
  - Leadership – All Hands/All Managers
  - Managers – Team
- Assign a Controller for these

#### Focus on:

- Info Push (Updates/Expectations)
- Needs
- Issues/Risks
- Intel sharing: lessons/insights



# PREPARING YOUR ORGANIZATION NOW

## SET THE TONE

### Focus On Calm And Care—**Built Around Trust**

- Will I have a job?
- Will my insurance work?
- How will I be perceived if I get it?

### Share What Social Distancing Is And Why It Is Important To Address Now

### Engage Creative **Connection + Support** Opportunities

- Ask during standups for ideas/what's working
- Online social interaction meet-ups
  - Game nights
  - Share personal needs/asks (home schooling ideas, remote working tips)
- Leadership Q&A's with front-line workers

### Community Outreach – Find Out How To Help...virtually

- Elderly interactions
- Think Habitat for Humanity to get your teams to provide support.



# ADDITIONAL RESOURCES

[Crowdcast Q&A](#)

[McCrystal Group:  
Practical Advice for Leading Through COVID-19](#)

[The Persimmon Group Insights + Tools](#)

- [TPG Guidance: COVID-19 Supplement](#)
- [Email Examples](#)

