
LEADERSHIP REMINDER

Greetings to all,

Hope you and those close to you are remaining well. As with many of you, my business plan for 2020 has been tossed for lack of relevance. It is so much easier to talk about big, disruptive change, than to live through it!

As this morass began to more visibly unfold around the first of March, there was the predictable shock and awe associated with such a huge disruption. With the actual closing of schools, businesses and even major sporting events, many people were wide-eyed with confusion and disbelief that this was really happening. And that confusion and wonder was steadily reinforced, as the initial thinking about the world getting back to normal by Easter, and then Memorial Day proved to be nothing but a pipe dream.



You all may now be noticing something as we move into the sixth month of the COVID-19 craziness. The shock and awe is moving into the stage of frustration. “How long is this really going to last? Why can’t we get our hands around this, so we can get back to normal? How long will we be cooped up? Is it safe to go back to work – or to the restaurants – or not? Would somebody please clarify all of this?”

And we all wish we could clarify everything, but then we would be in certain times not uncertain ones. So leaders, in preparing yourself for the mounting frustrations, be reminded of the following.

- Try to remain patient and not be dismissive when you keep getting asked questions you can’t answer.
- Be forgiving of yourself for not having the answers.
- Try to withhold judging people as being whiners (or similar) when they are simply frustrated.
- Acknowledge that frustration right now is a legitimate feeling – but not a legitimate outcome.
- Try to re-focus others on what you all can do (given the lack of clarity and answers), vs. merely succumbing to the role of the helpless victim.
- Try kindness. It does not have to be quarantined and it helps.

And also remember this. Make every situation a learning moment. There will be plenty of miscues and great intentions that simply do not work. That is inevitable. But it is precisely a moment like the present when there are no answers, that we most need people willing to step up, in spite of very real risks, to try to figure out those answers.

Hang tough and take care.

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