



November 2010

achieveglobal.com

## Leading in a Crisis

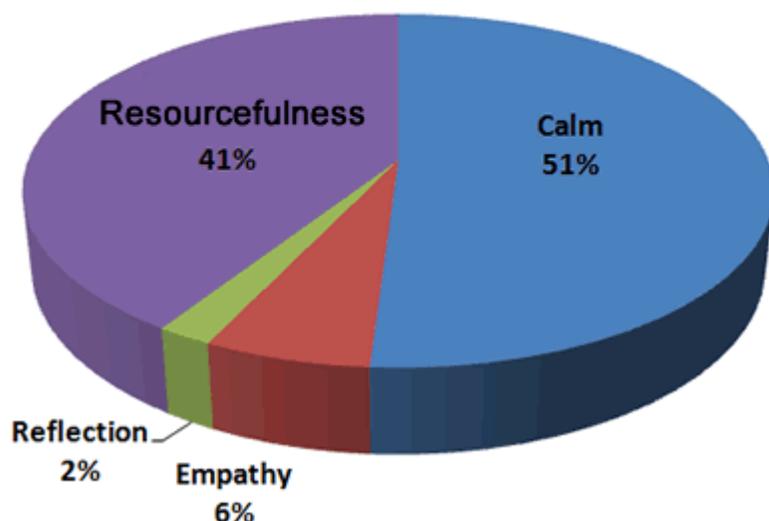
Every day, your team depends on you for direction. And, in a crisis, which could be anything from a malfunctioned product to the loss of a key employee, your ability to lead your team to a resolution is critical to your company's overall performance and reputation.

Having a process for handling a crisis and being aware of key leadership practices will better prepare you for effective action in the real world and allow you to lead your team through a difficult situation.

Leaders who have the ability to remain calm and focus on communicating with others in difficult situations will have the most success.

## Last Month's Poll Results

The most important skill a leader can project during a crisis is:



Approximately one-half of the respondents from our last poll believe staying calm is the most important skill a leader can have during a crisis, and a significant percentage of respondents (41%) considers resourcefulness the most important skill.

## This Month's Poll Question

How would you describe your company's leadership development initiatives?

- We have a consistent approach worldwide.
- We have some slight differences from region to region.
- We have significant variations from region to region.
- No two locations are doing it the same way.

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## Ask AchieveGlobal

**Q:** The problem with crisis leadership is you never know when to plan or what to plan for. How can I prepare for crisis management?

**A:** To prepare for crisis management, ask yourself what things you can anticipate and give some thought to what you might need, such as:

- Contact lists
- Communication process – when, what, and to whom
- Resources you might need
- Action plans for the most likely or most impactful crises

As our poll results suggest, the two most important skills a leader can have during a crisis are to stay calm and be resourceful. Staying calm allows you to think clearly to make appropriate decisions and can even be your best asset when making a pivotal decision. Having the ability to think quickly and work with available resources will be a valuable asset, as well.

Preparing for crisis management isn't an exact science; however, studying AchieveGlobal's six leadership zones and focusing on the People zone will greatly improve your ability to handle any crisis that may arise. Key practices like projecting confidence, inspiring trust, and reading others' emotions are crucial.

>> [To learn more about the six leadership zones, click here](#)

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*In the 21st century, the level of human skills will determine organization success. AchieveGlobal provides exceptional development in interpersonal business skills giving companies the workforce they need for business results. Located in over 40 countries, we offer multi-language, learning based solutions — globally, regionally and locally.*

*We understand the competition you face. Your success depends on people who have the skills to handle the challenges beyond the reach of technology. We're experts in developing these skills, and it's these skills that turn your strategies into business success in the 21st century.*

*These are things technology can't do. Think. Learn. Solve problems. Listen. Motivate. Explain. People with these skills have a bright future in the 21st century. AchieveGlobal prepares you for that world.*

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