

# TIP SHEET - CareerSwitch Webinar

## Tip 1 - Look after yourself first

Remember the airplane analogy – fit your mask first! And then you can help others

This is a global crisis. It's OK not to be OK. Ask for help.

As the leader, be conscious of your contagion impact. Know that your state is being observed and felt by your team in every interaction -they'll take their cues from how you're feeling and acting.

## TIP 2 – Get Relaxed with Ambiguity

Leadership can be tough, especially right now when no one has all the answers. Now is the time and the opportunity to let go of that reliance on technical brilliance and place more emphasis on your emotional intelligence.

Do not pretend it is normal right now. Acknowledge the pain and fear so many are feeling, and then remind them of the light. Your team are looking to you to provide hope and positivity, even if you don't have absolute clarity on the future.

Yes, you as a leader have to drive results, but it's your people that get the results, so focussing on them as your most critical asset is key.

What are they looking for that you can give them right now? Empathy, trust and hope.

## TIP 3 – It is a two-way conversation.

Take time to stand in the shoes of your individual team members and see this situation from their perspective – their challenges, their fears, their opportunities. Create space for others.

You'll find more answers when you pool everyone's best thinking.

## TIP 4 - Have a proper conversation

Don't breeze over the 'how are you?' entry point. Consider your questions and ask them with the intent of truly finding out how your team are feeling:

What are they thinking about what's coming next?

What have they learnt?

What new ideas do they have?

What are they afraid/uncomfortable about?

What are they excited by?

Listen, really listen and not just with the intent to reply. Listen so they know they have been heard.

## TIP 5 - Be an island that amongst all of this, your team want to visit.

Shine a light on possibility– use their input, insights and experience from this period to help create a better future you might all look forward to.

Give your team a voice, listen to it.

Celebrate the wins – even the small wins. Remember to provide recognition

## TIP 6 - Remember, your reputation as a leader is being built right now

Be the best you can be, within a context that no one alive has ever experienced.

Make a difference wherever you can.