

# When a crisis strikes, a good leader...

## 1. Read the quotes and discuss whether you agree or disagree with them.

*"Leadership is not a popularity contest."*

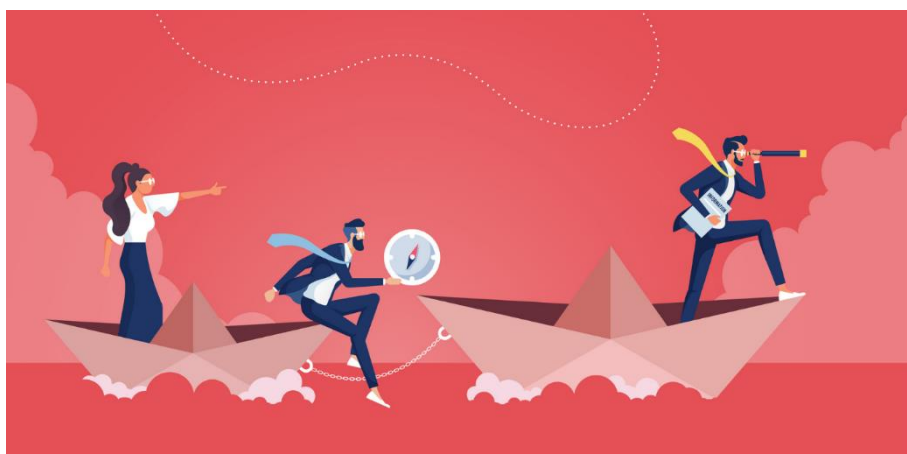
Ed Bastian, CEO of Delta Air Lines, Inc.

*"Leadership is not about necessarily being the loudest in the room, but instead being the bridge, or the thing that is missing in the discussion and trying to build a consensus from there."*

Jacinda Ardern, New Zealand Prime Minister

## 2. Read the list of words that are used to describe leaders and discuss the questions below.

- autocrat
  - demagogue
  - facilitator
  - instigator of change
  - pacesetter
  - people pleaser
  - servant leader
  - torchbearer
  - unwavering captain
  - visionary
- What do the words mean in the context of leadership? Which of the words represent positive and negative personality traits?
  - In your opinion, what type of leader is the best leader? Why?
  - What is the worst type of leader you can imagine?



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### 3. Complete the sentences with the correct words.

- a) He came to the annual meeting armed ..... all the available data to prove his point.
- b) They incline ..... the view that peace can be achieved.
- c) Ramping ..... humility doesn't equal weakness or insecurity, but rather strength.
- d) At a time of major upheaval, you just have to act ..... urgency and not hide ..... the shadows.
- e) The CEO will lay ..... the plans for the next year at the upcoming company meeting.
- f) The company's future has been ..... in the air since one of its key shareholders was forced to sell their shares.
- g) We need to let go ..... the past and concentrate on the future.

### 4. Read the sentences from ex. 3 again and answer the questions.

- a) What noun means the need to deal with something quickly?
- b) What noun means the quality of being humble?
- c) What noun means a significant change that often causes problems?
- d) What phrase do we use to say that something should no longer influence you?
- e) What phrase do we use to say that something is uncertain and no final decision has been made about it?
- f) What verb means to explain something clearly?
- g) What verb means to increase?

### 5. Discuss the questions.

- How can someone lead efficiently at a time of upheaval?
- What types of leaders are needed during a crisis?
- In what ways can leaders support their teams?

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6. Watch a [video](https://youtu.be/Cxf_SRCcaGo) [https://youtu.be/Cxf\_SRCcaGo] and explain each piece of advice given by the speaker using one sentence.

- 1) Be transparent
- 2) Act with urgency
- 3) Follow your values
- 4) Share the power

### GLOSSARY

*steadfastness*: the quality of staying the same and not changing quickly or unexpectedly

*backfire*: to have the opposite result from the one you intended

7. Watch the [video](https://youtu.be/Cxf_SRCcaGo) again and answer the questions.

- a) What does upheaval create and what do people need in times of upheaval?

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.....

- b) What does communicating with transparency actually mean? Why is it beneficial?

.....  
.....

- c) How did the actions of the New Zealand Prime Minister help her country during the COVID-19 pandemic?

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- d) What is counterintuitive about the last point the speaker mentions?

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8. Discuss the questions.

- What do you think about the pieces of advice given by the speaker? How valid do you find them?
- What crises can a company experience?
- Can you give an example of a crisis that required a different or unusual approach?