



# Leading Through Crisis

Applying insights from the webinar by Dr. Henry Cloud  
to leading Encompass World Partners  
through the COVID-19 Pandemic

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# The Three Crisis Arenas

Stakeholders

Staff

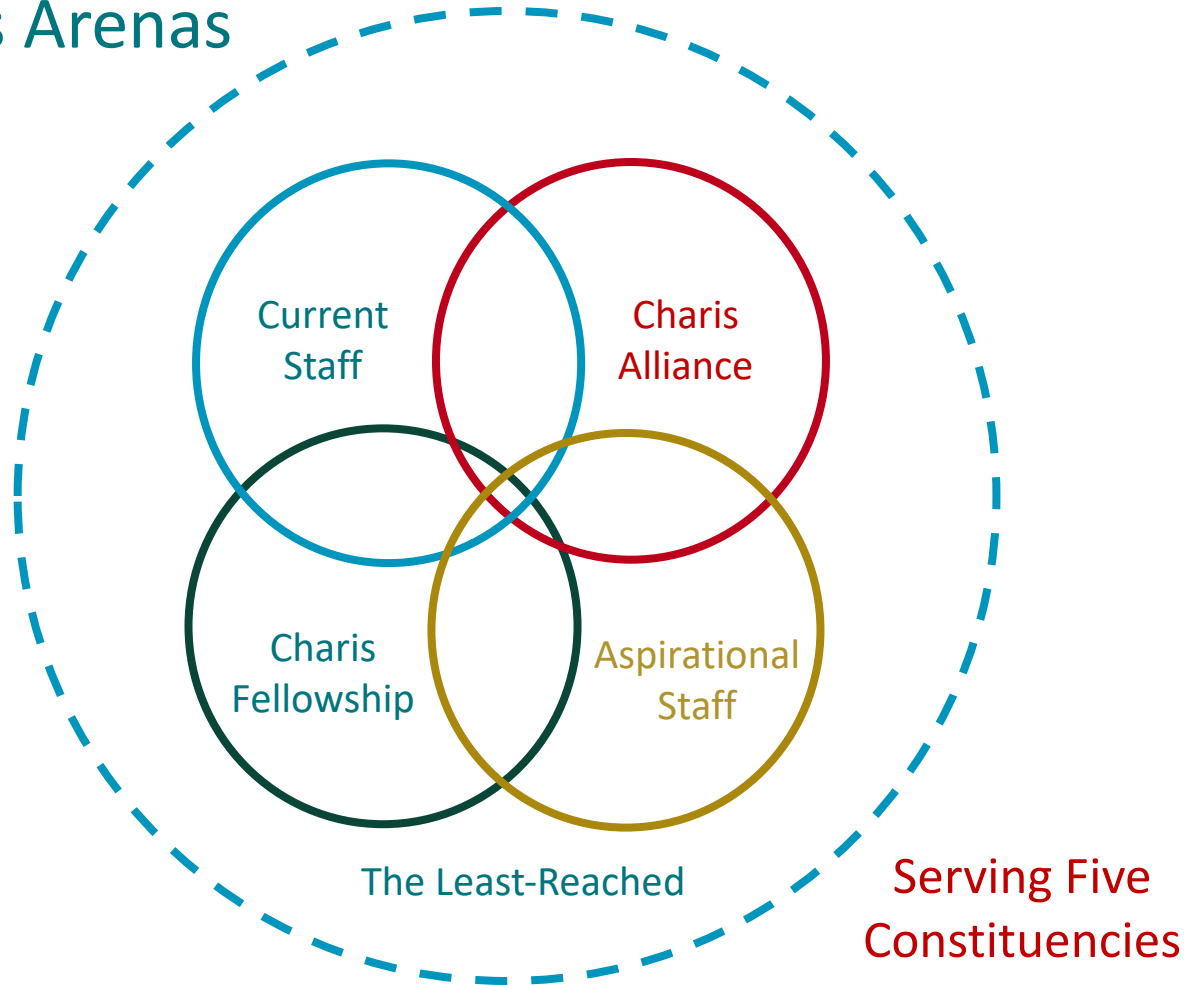
Self

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Stakeholders

Staff

Self

Risk Assessment Grid

Permission to move toward safety

Permission to return to the USA, if desired

Communication to family and friends

Increased connections with strategists and coaches

Hotline

# The Three Crisis Arenas

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A Pastor texted me:

*“In the first two weeks of this thing I think I tried to do too much ... maybe a messiah complex of sorts. We have some good new norms in place now that will give me some good boundaries.”*

We need a GPS!



# The Architecture of Crises

1. We are designed for Connection
2. We are designed for Structure and Routine
3. We are designed with the Fight-or-Flight Response
4. We are designed to be in Control
5. We are designed for Competency

## 1. We are designed for Connection

During a crisis, the warp and woof of our connections are torn apart.

*Be intentional in creating spaces for meaningful connections.*

*This is a time for more structure.*

Create space for people to express how the crisis is impacting them personally.

Allow these times to serve as a type of ‘collective think tank.’





## 2. We are designed for Structure and Routine

During a crisis, our rhythms are interrupted, and we find ourselves with too much whitespace.

*Be intentional about creating a schedule and using a checklist.*

Start by defining your priorities.

Then ask, 'What new opportunities is the crisis creating?'

Finally, determine your activities.

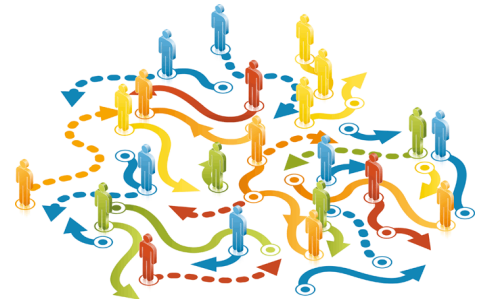


### 3. We are designed with the Fight-or-Flight Response

During a crisis, we can't shut off our adrenaline. This leads to a type of 'present traumatic stress syndrome.'

*Be intentional about limiting your exposure to news sources.*

Take frequent breaks. Exercise! Eat healthy!



#### 4. We are designed to be in Control

During a crisis, we can move toward 'learned helplessness.'

*Be intentional about the only realm in which you ever really have control – yourself!*

Learn to compartmentalize.

Set incremental goals and pursue them.



## 5. We are designed for Competency

During a crisis, many of us cannot work in our areas of giftedness and competency.

*Be intentional in the search for ways to employ your unique skills & experience.*

Ask yourself: 'What can I contribute? Where can I add value?  
Where can I serve?'





What do folks need from leaders during a crisis?



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*Be a voice they can trust!*

# What do folks need from leaders during a crisis?

*Be a voice they can trust!*

1. Be simple and clear. Leaders face the brutal facts and give hope!
2. Lead with empathy.
3. Communicate frequently.
4. Explain what you are doing.
5. Be honest, honest, honest!
6. Give folks something concrete to do



Above all leadership techniques, we are called to be ...

*Shepherds – Stewards - Servants*