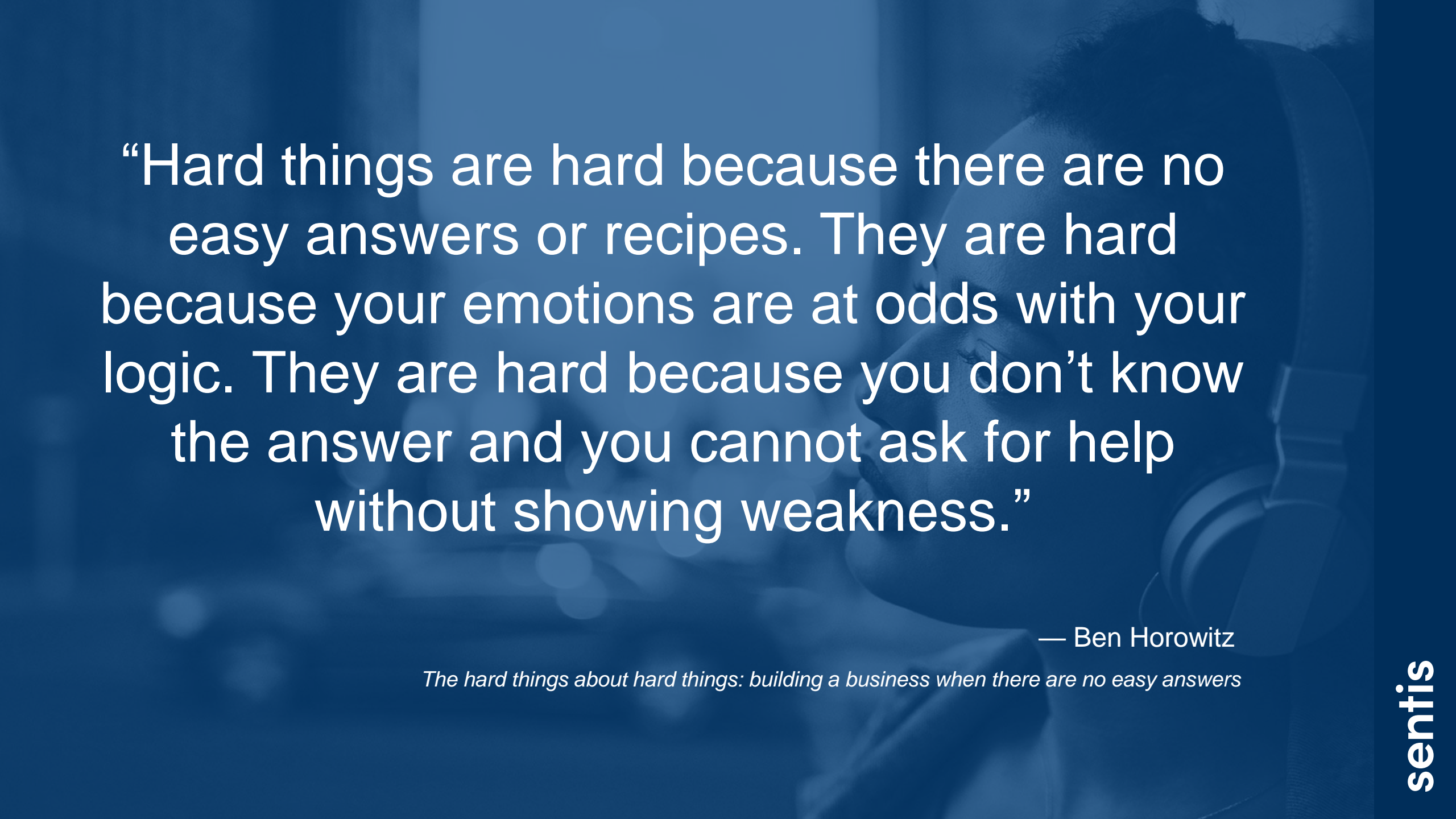


LEADING IN CHALLENGING TIMES

How to maintain a strong safety focus



“Hard things are hard because there are no easy answers or recipes. They are hard because your emotions are at odds with your logic. They are hard because you don’t know the answer and you cannot ask for help without showing weakness.”

— Ben Horowitz

The hard things about hard things: building a business when there are no easy answers

Webinar Panel: How to use

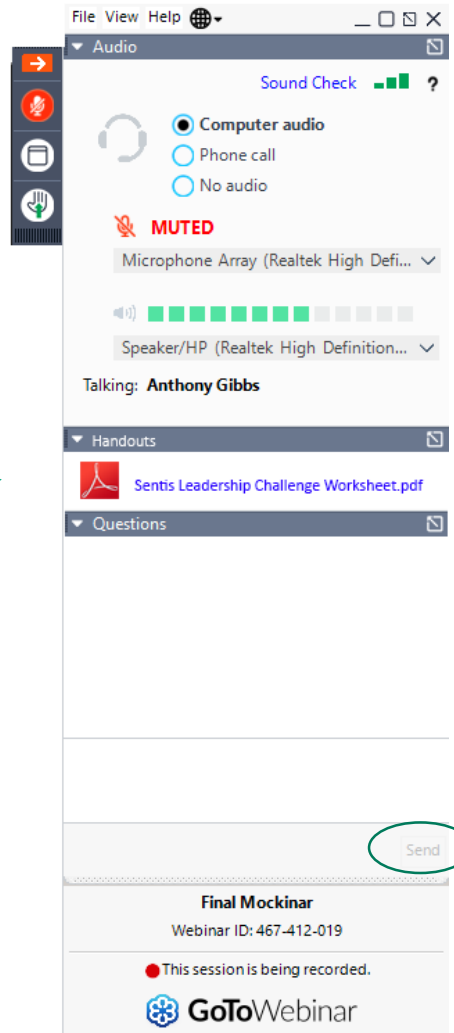
Open/close your control panel here

Participants are muted

Download support handouts

Send comments/questions here

Today's webinar is being recorded



A photograph of a man in a plaid shirt and jeans smiling as he holds a young girl in a yellow dress and a young boy in a blue shirt and jeans. They are standing in a doorway, looking out towards a bright, green outdoor area. A decorative dotted line in shades of blue and green arches from the left side of the image towards the man and children.

**To change the lives
of individuals and
organisations for the
better, every day.**

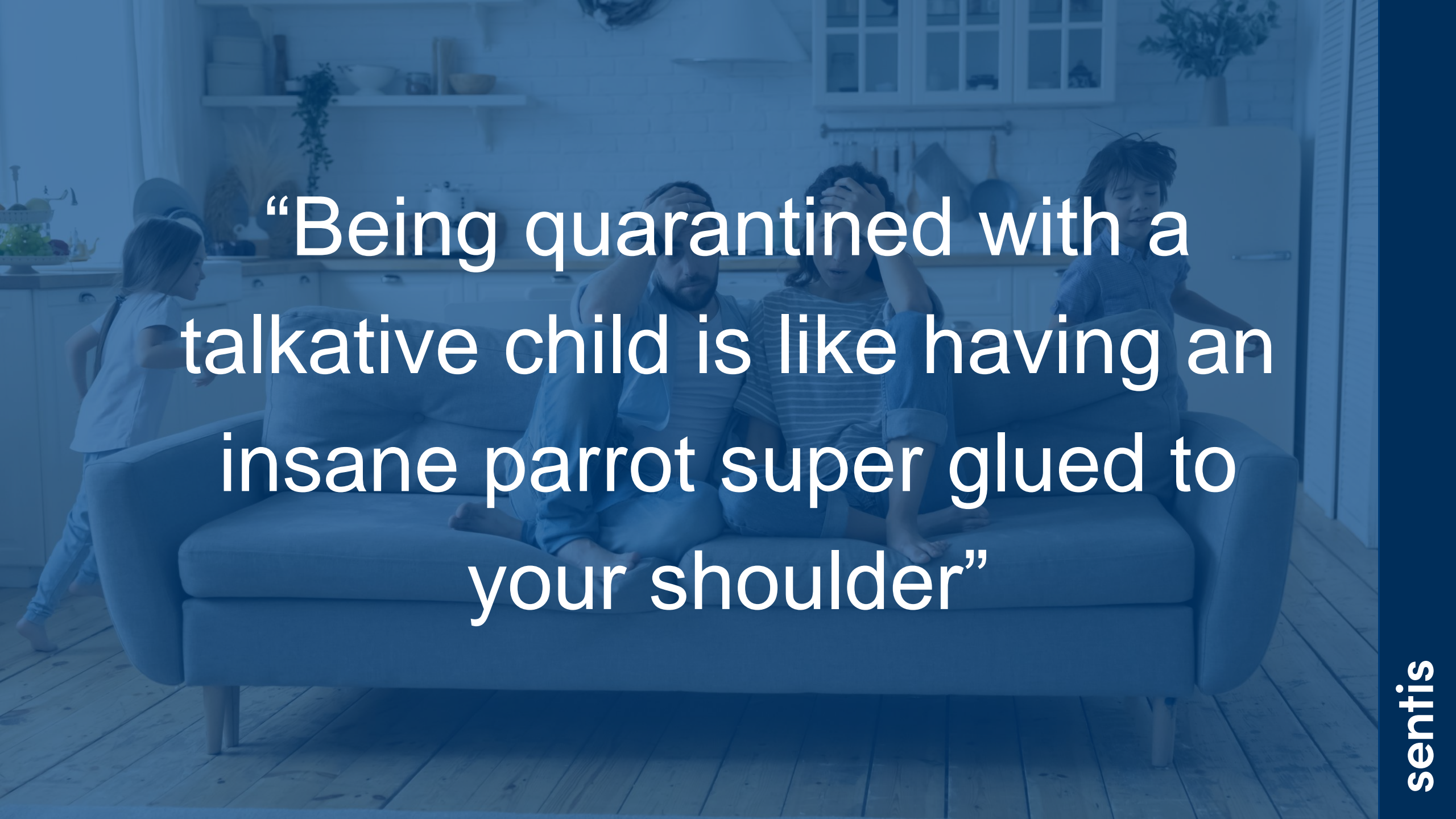


Your Presenter

Anthony Gibbs, CEO



Let's take a quick poll...

A family of four is shown in a kitchen setting, sitting on a light-colored sofa. The father and mother are in the center, both with their hands on their heads, appearing stressed or overwhelmed. A young girl is sitting on the left side of the sofa, and a young boy is sitting on the right side. The background shows a kitchen with white cabinets and a window. The entire image has a blue tint.

“Being quarantined with a talkative child is like having an insane parrot super glued to your shoulder”

AGENDA

1

So why are people buying so many dunny rolls?

2

Managing yourself first

3

Leading through challenging times

Why are people buying so many dunny rolls?

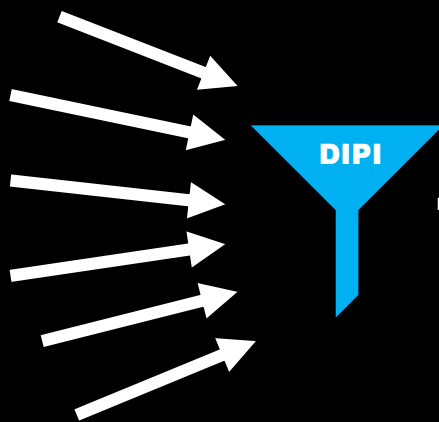
What happen to our brain during crisis?

1



Let's watch a video...

MILLIONS OF
BITS OF
INFORMATION



→ **ATTEND**



WHAT IS 'DIPI' TO US RIGHT NOW?



Virus could kill up to 100000 Australians

The Australian Financial Review - 2 Mar 2020

Economist Warwick McKibbin estimates up to 68 million people will die from the coronavirus, including as many as almost 100,000 Australians, ...



Australian army calls on reservists to tackle coronavirus

The Guardian - 16 hours ago

The army has called on reservists to assist with Defence's response to coronavirus pandemic, an email obtained by Guardian Australia ...



CORONAVIRUS

NSW Can Now Fine Residents Up To \$11,000 Or Send Them To Jail For Leaving The House

3 min read

Major insurer moves to stop doctors and patients getting coronavirus cover



One of Australia's biggest life insurers moves to cut off payouts to customers who die from COVID-19, including frontline doctors fighting the deadly virus.

'We're at war': Half a million infected



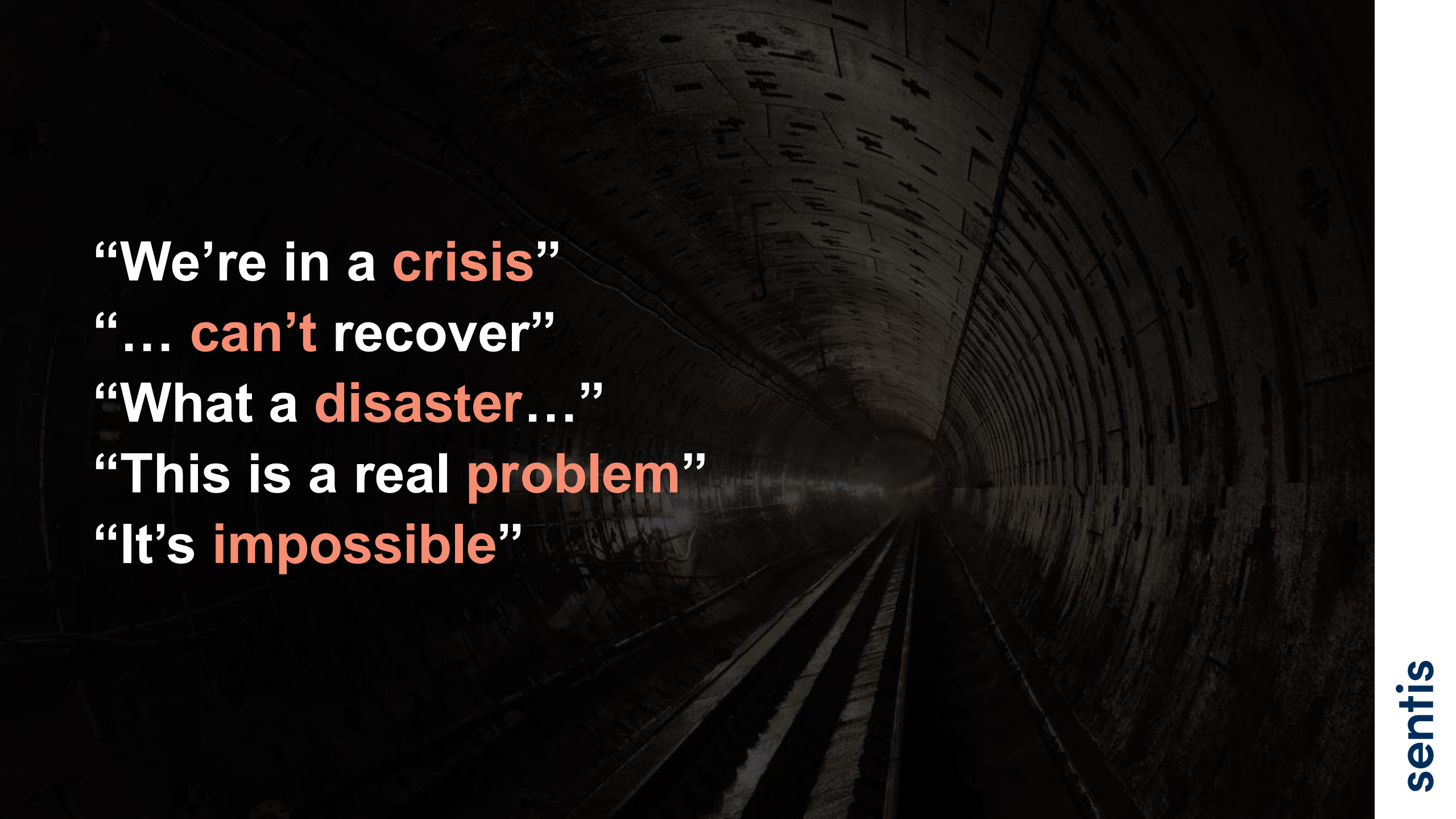
The world has been warned it's fighting a losing battle against COVID-19, as the infection toll surpasses 500,000.



'We're scared for our lives, and we're scared for the lives of our ...

9News - 20 hours ago

An intensive care doctor says those on the frontline in **Australia** fear for their lives ... medical staff are risking their own lives to fight coronavirus.



“We’re in a **crisis**”

“... **can’t** recover”

“What a **disaster**...”

“This is a real **problem**”

“It’s **impossible**”

BRAIN STATES



FLOW

The conscious engaged
brain



SCREENSAVER

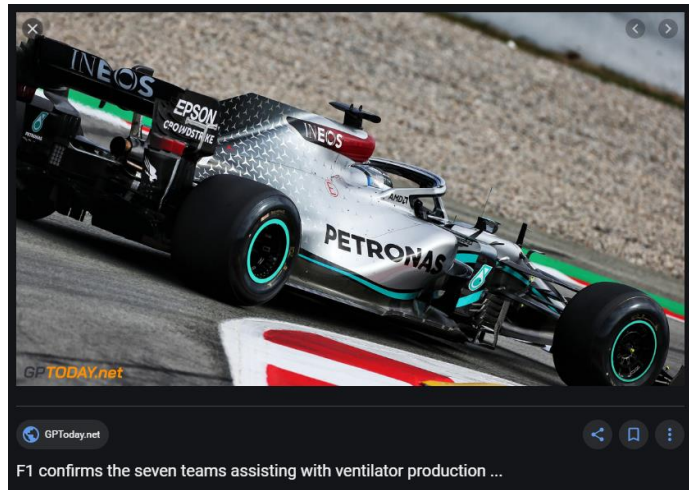
Auto-pilot



MAD MONKEY

Primitive, fight or flight

FLOW



SCREENSAVER



MAD MONKEY



SO WHAT?

- Responding to the impact of Covid-19 is dangerous and important
- At the same time, our usual critical risks also still remain in play
- Potentially more risk due to stress, distraction, increased workloads, changes working conditions
- The psychosocial wellbeing of our people is seriously being threatened

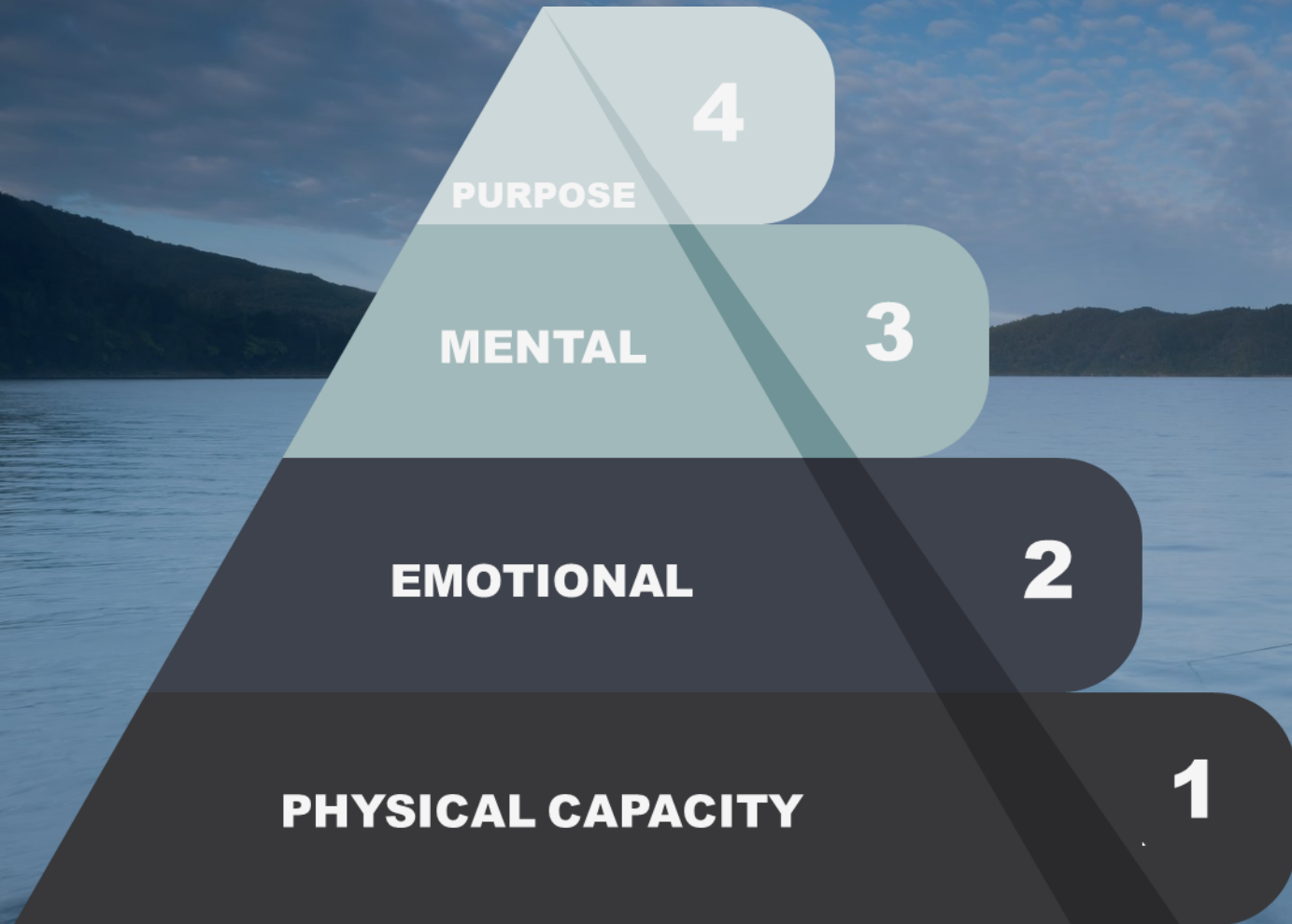
Managing yourself first

During times of change and adversity

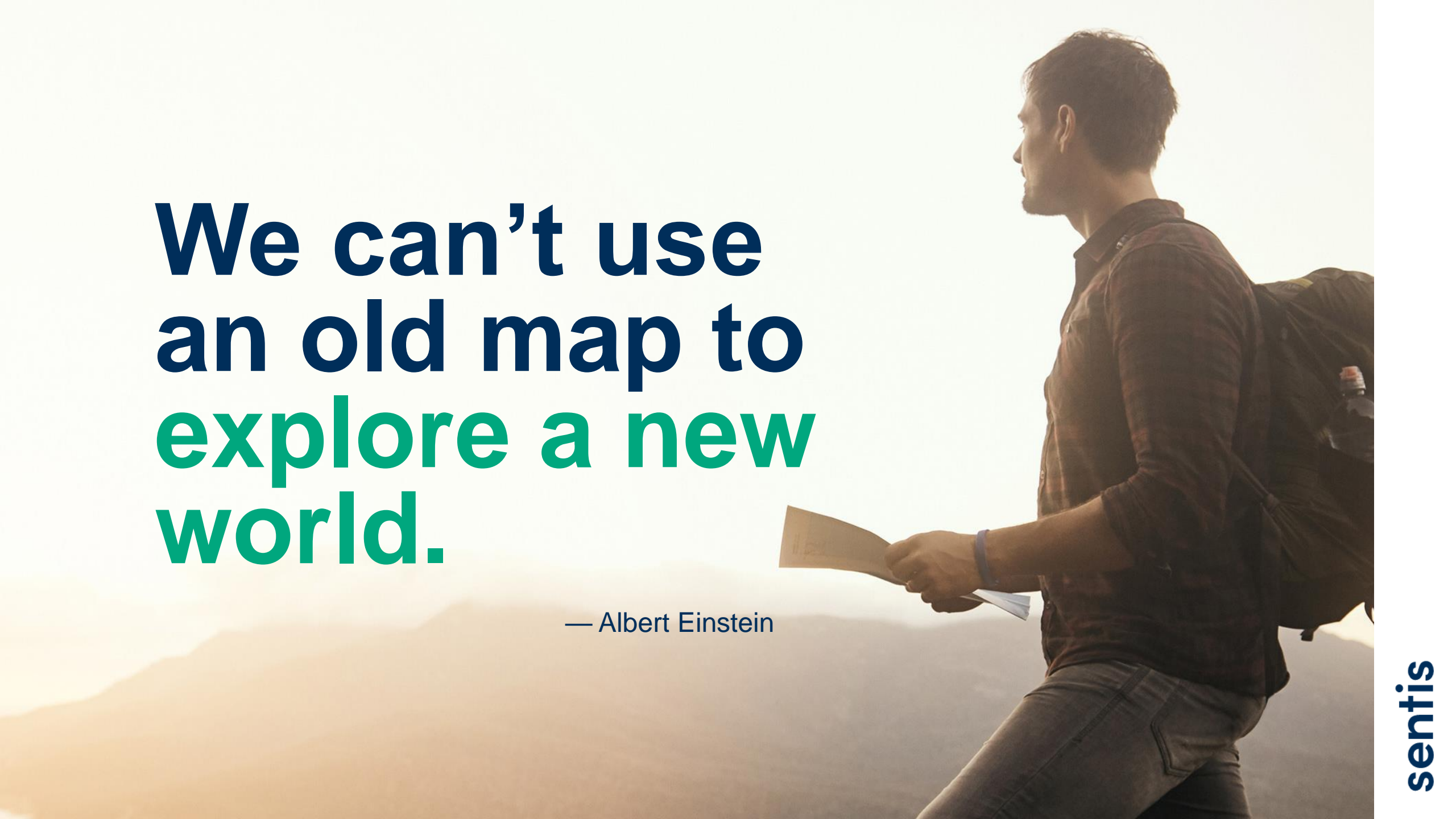


2

ACTIVE SELF-MANAGEMENT



Jim Loehr – The Corporate Athlete

A man with a backpack is shown in profile, looking towards the right. He is holding a map in his hands. The background is a bright, hazy landscape, possibly a mountain range, under a warm, golden light, suggesting a sunset or sunrise. The overall mood is one of exploration and discovery.

**We can't use
an old map to
explore a new
world.**

— Albert Einstein



Let's watch a video...



ACTIVATING OUR FRONTAL LOBE



Slow down



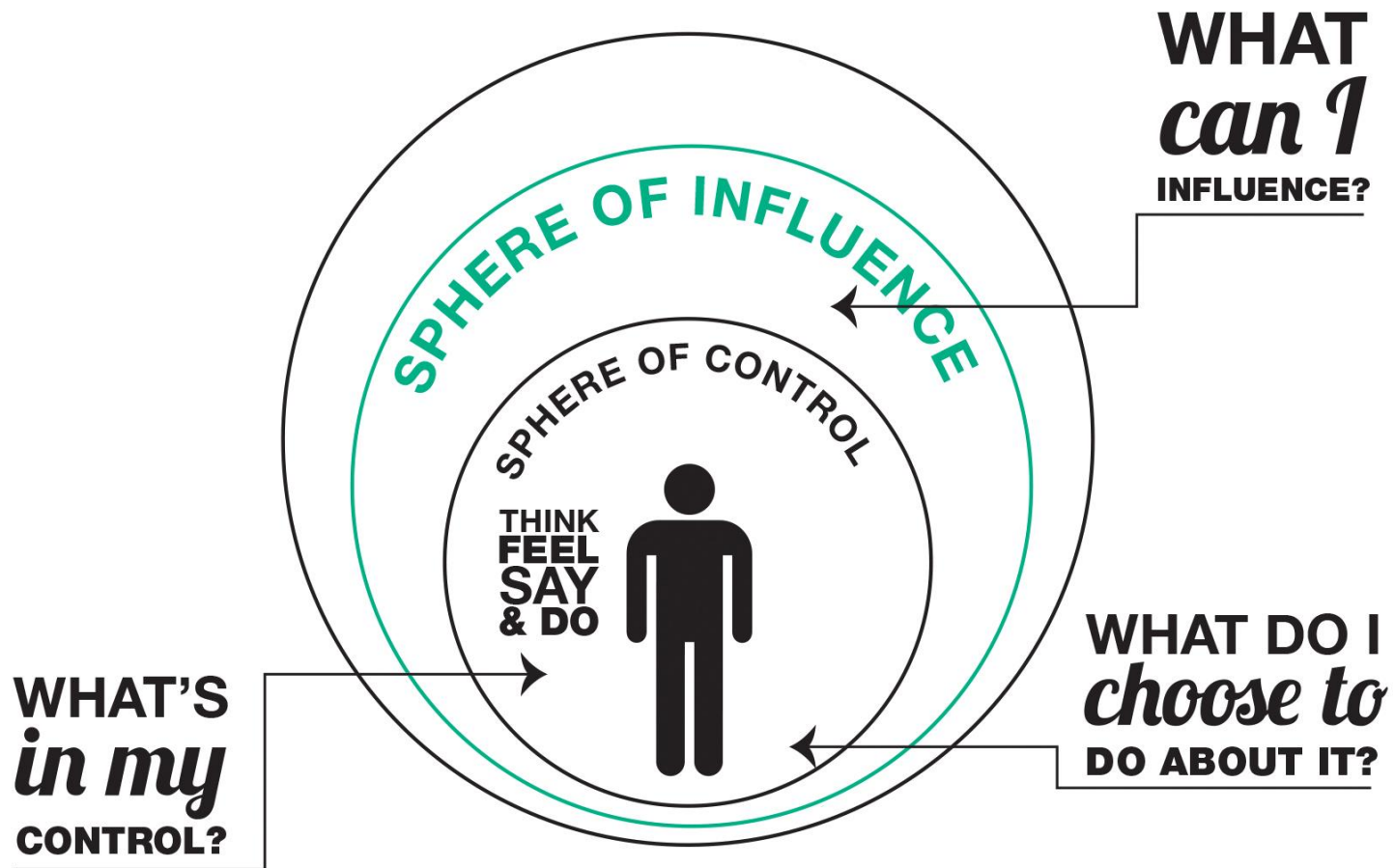
Ask good
question



Talk to someone
about the
challenge



Acknowledge the
brutal facts and
focus on what we
can control





MY CHALLENGE

1
REFLECT

- What's going on?
- Who's involved?
- What results am I currently getting?
- What are the 'practices', 'environment', 'person' or 'leadership' components involved?
- What is DIPI to me/the team/others?
- What questions am I asking myself/my team?
- Where are my '7 Units' being directed in this situation?
- What frames may be influencing the result?
- Has my leadership style influenced the outcome?
- Am I handing out any 'red cards'?
- Am I acting on any assumptions?
- What attitudes or behaviours am I currently rewarding and focusing my people on?
- Are there any key conversations I am avoiding?

MY INSIGHTS

2
GOAL SETTING

What outcome would I like to see?
Is the goal SMART – Specific, Measurable, Achievable, Realistic, Timely?

MY GOAL

3
REFRAME

Do I have any unhelpful perceptions, beliefs or attitudes I need to reframe in this situation?

- What is in my control?
- What can I influence?
- What will I choose to do about it?

MY REFRAME

4
PREPARE

Develop a plan to respond to the challenge:

- What frame will I choose to operate from?
- What behaviours do I want to acknowledge and reinforce? How will I do this?
- What 'stage of change' do I need to target?
- How might I minimise threat and maximise reward responses in my team?
- Are there any key conversations to have? What is my data? What assumptions do I need to check?
- Do I need to challenge my people to think differently about a situation? What questions can I ask to prompt thinking?
- What resources and support do I or my team need to achieve the goal?

MY PLAN

5
ACT

What will I START, STOP and CONTINUE doing to influence my goal?

MY ACTIONS

6
COMMITMENT

What is my 50% and what are my commitments to achieve the goal?

MY COMMITMENT

MY OUTCOME

SO WHAT?

- Now more than ever leaders need to be 'game fit' to be able to respond and to keep the team focused on constantly changing goal posts
- Your people will be looking to see how you respond – will they like what they see?
- Managing your stress response in the moment will ensure you are not distracted, nor distracting your people and placing them at increased risk of incidents

Leading through challenging times

With change in mind



3



BRAIN TOOLS:



Recognise



Refocus



Reinforce



RECOGNISE



Acknowledge the brutal facts of the situation and the things that you CAN influence or control.



Walk in your people's shoes. Everyone wants reassurance.



Notice the verbal and non-verbal messages you are sending to others about the change. What language are you using and what behaviour are you modelling?

How do we consciously talk about change?

SOLUTION FOCUSED

“Challenge”

“Learning”

“What is possible?”



PROBLEM FOCUSED

“Problem”

“Crisis”

“It’s impossible!”



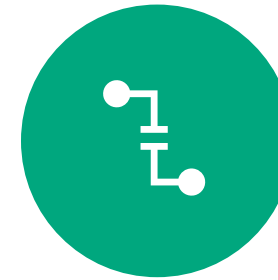
REFOCUS



Slow down, take a small break and breathe to manage your own stress response before encouraging others to do the same.



We all have to learn to pivot together.



Give your team some direction by regularly asking What's Important Now (W.I.N)? This could be work and home.



REINFORCE



Celebrate all wins, even the small ones.



Remind people that we can all be part of the response.



Recognise those that are demonstrating helpful responses to the change.



“This team has been responding to the challenges so well **because** of the flexibility and collaboration you have shown in the face of adversity. I believe that reflects the type of people we are.”

KEY REFLECTIONS

- What **kind of leader** do you want to be?
- What can you **control/influence** when leading through challenging times?
- How can you apply the tools of **recognise, refocus** and **reinforce** to yourself and your team?
- What are you **willing to commit to** in order to maintain a strong safety focus in times of adversity?



WEBINAR OFFER

Free online coaching session

with a Sentis coach to deepen your understanding of the concepts explored and create a personalised action plan.

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