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2020

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For Us.
For Agencies.
For Good.

Leaders Edge Meet-Up

August 25

NIGP LEADERS EDGE

Agenda

- Welcome
- Recognition of the top Edge projects from our first cohort
- Leading through crisis-tips!
- Open Discussion

Congratulations!



Lydia Osborne, Miami Dade

Project: Virtual Vendor
Education Workshop:
Procurement 101

Goal: Educating suppliers to
improve the procurement
process. Serving and
educating our
businesses/vendors is our
priority.

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Jennie Almeida, DCAS

Project: DCAS/OCP Divisional
Cross Training

Goal: Implementing the
employee divisional cross-
training will improve the
quality of City services by
increasing the effectiveness of
City employees.



Kerrie Koopman, FCPS

Project: On-Boarding
Procurement Staff

Goal: This on-boarding
program will define a
guideline to provide all the
tools, training, and support
new hires will need to quickly
learn, understand, and be
successful in their agency. A
mentor will be assigned to all
new employees.

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Leading Through a Crisis

Top 10 Tips for Leaders

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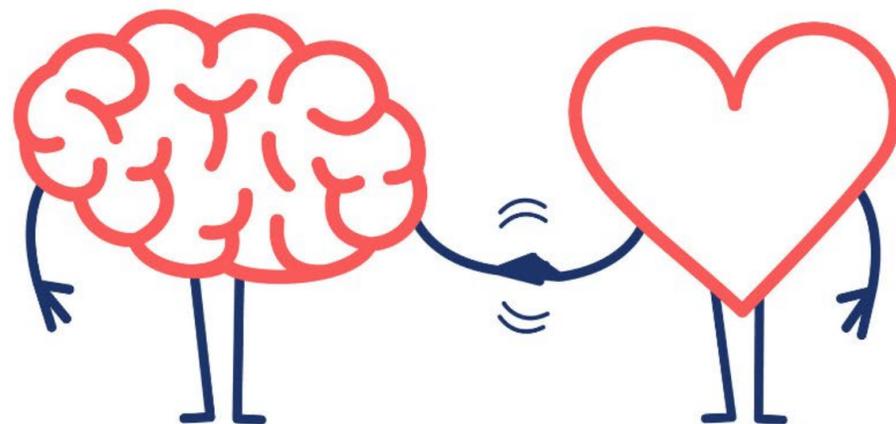
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1. Practice Empathy

Far and away the most important job of a leader in crisis situations is to take care of your people, making their wellbeing your top priority.

2. Communicate, Communicate, Communicate

The time-tested adage that “knowledge is power” is never truer than in a crisis. One of the most difficult things about the situation is the uncertainty about what the future brings. The more your team understands about what you do know, the more empowered they will feel to go through their own decision-making processes to assess and act.



3. Keep your Calm

When we focus exclusively on positive emotions (like happiness), we fail to leave room to explore negative but also useful ones like fear or anxiety.

The same applies to leading teams through this crisis. It is equally important to celebrate good news and victories, while also acknowledging tough choices and untenable situations.

4. Internalize, Reflect, then React Decisively

First, **internalize** the decision by giving yourself time to take in all that you know. Then **reflect**, exploring the various options and visualizing their impact. Finally, **react decisively**, so that you and your team are clear about what comes next.



5. Understand Where you are in the Journey

Within your organization, it is important to keep in mind that this crisis is a journey with daily twists and turns, not a destination.

A leader's best first step is to make sure your team is clear about where you are in the 4 stages of navigating this journey.

Stage 1: Recognizing there is a crisis

Stage 2: Preparation to respond

Stage 3: Response

Stage 4: Recovery

6. Identify the Biggest Problem to Solve

Being in “crisis mode” creates a feeling of urgency to act NOW.

Stating the problem clearly in your own mind and organizationally provides a set of guardrails to help define what you need to tackle over the next 30-60-90 days.

7. Don't think Iteratively, think Transformative

If there was ever a time to throw out your previously created plans – this could be it!



8. Earmark Time to Organize

Reserve a calendar slot for “crisis organization” each day. Take this time to create a daily ritual. First standardize inputs from the frontline, assess them, and then organize outputs that will go from the center back out.

9. Take Time to Emotionally Recharge

If you do not prioritize your own emotional wellbeing, you will have little to offer your team in the way of guidance and support.

10. Practice Humility, to Continually Learn from Others

Nature magazine recently reported that global quarantine efforts have literally caused the earth to move less. That awe-inspiring tidbit can only invite a moment of humility in the face of this situation.

The best among us will use this crisis as an opportunity for learning and growth. Let us seek feedback and identify our weaknesses and areas where we can improve. When the globe goes back to humming at its regular speed, we will be thankful we did.



“In a moment of crisis, reactions set the leaders apart from the followers.”

Peter B Stark



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