

# How To Lead And Empower Your Team Through A Crisis

## Five Steps To De-escalate, Set The Tone, And Move Your People Forward

Crises aren't always inevitable. Leaders must empower our teams to push through each crisis - and this empowerment is based on trust.



To start, it's helpful to reframe the word crisis to **change**. That one step will help de-escalate the negative power of the word "crisis". Now you can move forward and lead your team through the following steps:

# 1

### Be Present.

Let people express their emotions - make it safe for them to say what's really going on for them. **Their voice matters.**

# 2

### Be Connected.

State that you're here for them, you're in this together, you'll move through it together, everyone belongs **together**.

# 3

### Explain Meaning Making.

Once everyone understands the stories they make about their experiences they can choose new ones. **Here's how:**



The way that we make meaning is based on the stories that we tell ourselves about what happens to us. This will determine whether our experience is positive or negative, empowering or devastating

**Example:** Lots of things are changing, lots of short notice client requests and deadlines.

#### Meaning making option #1:

OMG! This is so stressful! I am emotionally exhausted by this, it's all too much!

Result of this meaning: missed deadlines, incomplete work, stress, no fun, ease-grace-joy.



- OR -

#### Meaning making option #2:

Yippee! This is a chance to really show up fully to serve our awesome tribe. How great that I get to become even more clear, find even more solutions as I focus on the outcomes I want to create.

Result of this meaning: empowerment, ease-grace-joy, support of self and others.



### So what helps us to make positive and empowering meaning?

In addition to our internal

Behavior is impacted by feelings

choice, external tools can come in handy. Check out the **Four Factors of Sustainable SmartTribes**:



4

#### Choose A Positive Future.

Talk about **how everyone would like to feel** once the grieving is over and the pain is lessened.

5

#### Forge A Path Together.

Then we'll know how to get where we want to go!



If the team trusts you as their leader, have been provided the tools, and they trust themselves to push through, **the crisis that may not have been avoidable won't be crippling.**

**When leaders use these tools to empower their teams, they get results like these\*:**



67-100% Increased Employee Engagement



87-93% less time in Critter State



94% confidence to handle anything

\*Stats are from over 1,000 of SmartTribes Institute's coaching and workshop clients

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