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Musings

#4: What is Good Leadership in Crisis

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It's about servant leadership IMO. The leader's job is to empower the team to excel and provide top quality service to the clients. Right now, that mostly means being grateful and present.

Teams are overworked, stressed, anxious. Leaders need to show appreciation with a quick email / text / note. Leaders need to over communicate in times of "war."

Crisis also creates opportunities. Teams are so intensely focused on survival and operations, leaders can help by looking around at other organizations and the market and identifying potential opportunities.