



# PMAANZ CONFERENCE

## 13 FEBRUARY 2021

13 February 2021

**Leadership & Resilience in a new world** - “The secret of change is to focus all of your energy, not on fighting the old, but on building the new” – Socrates



During times of crisis, leaders often look back to previous experience to help navigate the way forward.

2020 was a year of unprecedented challenges.

The COVID-19 crisis has been like none other, which has challenged people's resilience and leadership.

So what's  
changed?

What kind of  
Leadership is  
required?



# 8 New Leadership Skills we need

# 1 - In times of crisis decisive action is needed

As leaders we are warned against making knee jerk reactions, however COVID 19 has meant leaders have had to make decisions at pace.

Transparency, straight talking and compassion has become a necessary ingredient for effective leadership.



## 2 – It's ok to not have all the answers



Our people instinctively look to their leaders for answers, but when things are outside of our control, you're not going to have all the answers – AND THAT'S OK!

With no rulebook to navigate this crisis, leaders have had to rely on **gut instinct** and **personal resilience** to get them through.

**Adaptability is essential.**

Quick Poll – How do  
you rate your own  
resilience?

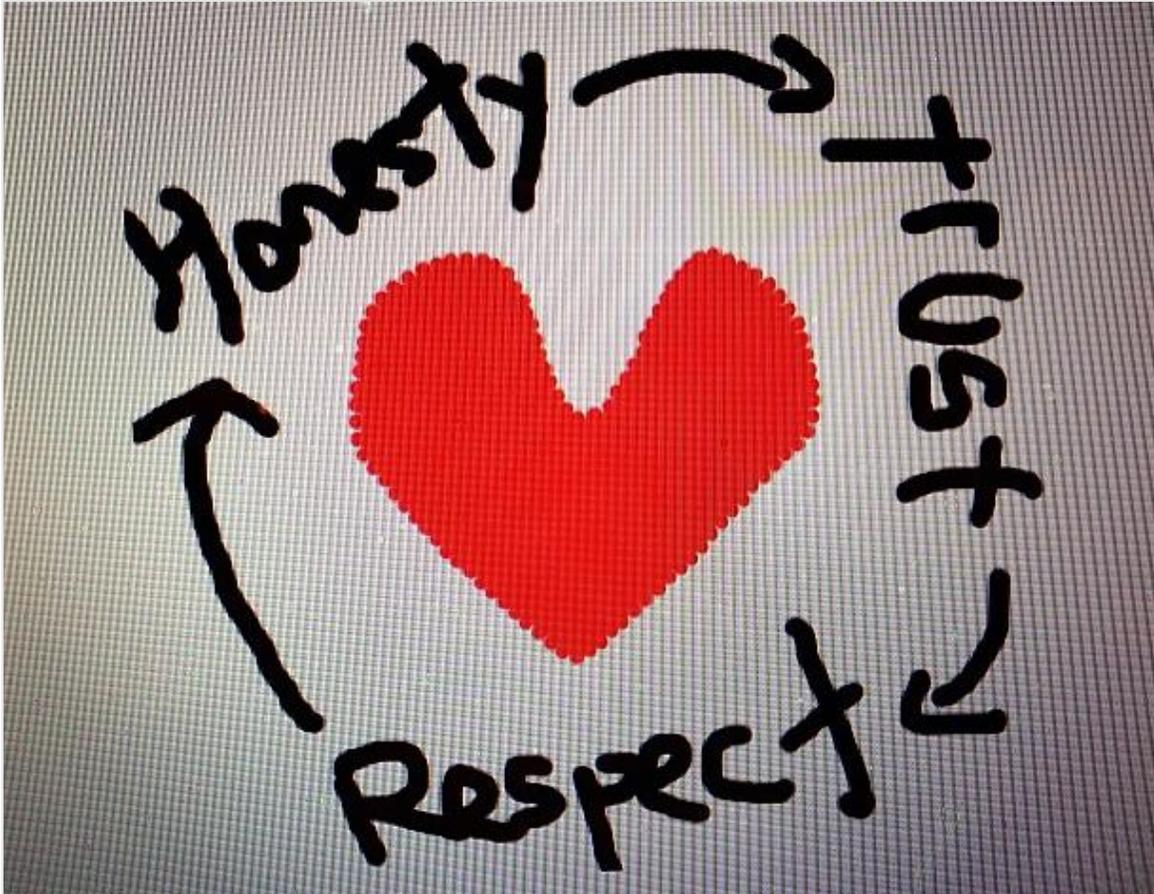
# 3 – Vulnerability shows your human and builds trust

As a leader, showing strength and resilience is important, but so is flexing your leadership style to demonstrate essential skills such as **openness**, **compassion**, **empathy**, and **understanding**.

**Vulnerability** in a crisis is crucial to earning the trust of employees and taking them on a journey with you.



# 4 – People value honesty over corporate polish



[This Photo](#) by Unknown Author is licensed under [CC BY](#)

With regular communication being essential during the pandemic to ensure employees were set-up for success working remotely, and clear on how the business would operate during this time, there has been little time for overthinking anything.

Without the luxury of time, leaders have become increasingly **open and honest** in their communications about situations and even how they are coping themselves.

# 5 – Being visible and accessible is crucial to making people feel connected

Working remotely has brought new challenges when it comes to connecting with teams.



# 6 – Courage is required to make transformational change



COVID-19 has been an accelerant for digital transformation.

While many companies were already on their digitisation journeys long before the pandemic, it has certainly forced the tempo of change as employees needed to be equipped with the technology and tools to work remotely.

# 7 – Learning Opportunities are key to employee engagement

Working remotely has been easier for some more than others. For some the experience has been disorientating and challenging.

Learning by osmosis is tough to do remotely, and leaders need to think about the type of learning experiences that will work, and how to deliver them differently.



# 8 – It's time for a new trust contract



Leaders recognise that they need to give their employees greater flexibility over when, where, and how they work.

Flexible working benefits employee wellbeing, recruitment, and retention.

QUESTIONS ?



Thank you