

It takes more than being TOUGH, or BELIEVING IN YOURSELF, to be a GOOD Leader

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By definition, a LEADER is a person who can navigate difficult circumstances, give guidance and advice regarding workable solutions, and make decisions that stand the test of time.

Yes, stress is part of the deal – and to handle the amount of stress that is often dumped on you, you will HAVE to be TOUGH! You also need to believe that you have what it takes, otherwise you should not be in the job. But to be a GOOD leader, takes **much more** than these two characteristics!

In this short article, I want to highlight just FOUR essential MUST DO actions that need to be taken into account to ensure surviving a crisis.



1. The first pitfall you must avoid is the belief that YOU UNDERSTAND THE SITUATION BETTER THAN ANYONE ELSE. While the circumstances may be unique, the more knowledgeable people you can consult before you make the final decision, the better. The situation would not be a crisis if it were not complex. Not only does it require nerves of steel to get through, it requires clear analytical thinking, weighing up as many options as possible, and predicting likely consequences of each separate option. This can be achieved by wide consultation.
2. Be aware BY WHEN the final decision needs to be made. Crisis situations have a way of sowing panic in the leader's mind. Panic often distorts the priorities, and, to relieve the pressure as soon as possible, the temptation is to want to come to a decision as soon as possible in order to try and return to "normality". The more opportunity you give yourself for rational thinking, carefully weighing up all your available options, the better the chance of making a good decision.
3. Consult as many stakeholders as possible. ALL your stakeholders (board members, staff, even major shareholders) will be affected by the decision/s you make. It is better that your stakeholders know IN ADVANCE what the risks, threats, and circumstances are than you having to EXPLAIN to them after the decision has been made, why you made this particular decision. They will be much more sympathetic having been consulted during the decision-making process, than not knowing what the circumstances were and being presented with what they consider a MESS afterward.
4. Try and separate ANGER from rationality. Invariably in a crisis, there will be people making accusations, some of them false, and others will press for answers you don't have. All this inevitably generates anger, and the natural desire is to want to tackle these unreasonable people. Dealing with the anger, instead of focusing on the problem clouds your thinking, and diverts you from seeking a workable solution.

Some crisis situations have a history. It may be prudent to engage an impartial external entity like TEAM-WORKS who have the required knowledge and experience to help craft solutions to complicated issues. More details of our services can be found on www.team-works.co.za.