Do's and Don'ts in tough times

Do ✓

➤ **Do remain calm.** Take a deep breath and think about what you're going to say, and how you're going to say it before you communicate.
There's an adage about counting to 10 before responding. This is a pretty good idea. **Take a minute to compose yourself and respond when you are clear-headed.**

➤ **Do ask for time to respond.** Sometimes being quiet is more frightening for others than if we were to freak out. Neither option is a good option. But silence leaves others shaky, uncertain, perhaps even downright scared.
If you're not ready to respond yet (see remaining calm above), **state you need a moment to think about the best course of action and that you'll share your thoughts shortly.**

Don't ✗

➤ **Don't freak out under pressure** – When leaders blow up, they negatively impact morale amongst employees, which impacts productivity, quality, and customer satisfaction.

➤ **Don't clam up.** This isn't the **time to stop communication.** Employees need to understand the situation and how they can contribute to fixing it.

Do

✓

➤ **Do wait to act.** Take a deep breath and collect your thoughts. **Clearly assess the situation and then determine the best course of action.**

➤ **Do acknowledge the situation and your limitations in solving it**. -Do you have the necessary knowledge or resources, or is it better for you to ask for help? **Call upon those people you know who can help you find perspective.** Maybe someone in your circle has experienced this before and can share their wisdom.

➤ **Do break it down into steps that you can tackle.** Once you've decided on the plan to resolve it, share it with your team and stick to the plan. Trust yourself and your team to find the solution.

Don't

✗

➤ **Don't leap to action.** Knee jerk reactions to **pressure can lead to leaders saying or doing things they'll regret.** Picking up the phone and yelling, or sending angry emails or text messages, will only encourage others to shut down or panic.

➤ **Don't make assumptions** about the situation or go it alone in trying to resolve it.

➤ **Don't be overwhelmed by the big picture problem.** Sometimes we get so caught up in the big picture that we can't see any hope.

Are you the leader you want to be?

Take out a sheet of paper and create a table like the one above. Then think about bosses you've had. What are the things your good bosses did to make you feel like they were good bosses? Write down those things in the table.Then do the same on the bad boss side, writing down the things your boss did that made you think they weren't good at being a boss.

GOOD BOSS	BAD BOSS
➤	➤
➤	➤
➤	➤

Now, take a look at the lists.
- What do you do as a boss?
- Do you hit most of those good boss things?
- What about the bad boss side?
- Are there things on that list that you should eliminate from your own management practice?