



Psych.E.In. MOOC 1

Unit 7

5.2 Being leader in the crisis stage

The following describes a set of traits, abilities and actions that are commonly mentioned when describing effective leaders.

- Effective leaders lead by **example**.
- They tend to be **confident**, hopeful, optimistic, resilient, transparent.
- Tend to be **moral**, ethical.
- Are **future-oriented**.
- Leaders are **aware** of the circumstances and contexts of the situation.
- They give priority to **making staff become leaders themselves**.
- They are **self-confident**, genuine, reliable, and trustworthy, and they have a primary focus on building followers' strengths, broadening their thinking, and creating a positive and engaging work environment.
- Since people trust you, you are able to **motivate others** to high levels of performance.
- Leaders **engender trust** and develop genuine connections with others and are more concerned about serving others.
- They try to be more **open-minded**, exploratory, and adaptive when responding to difficult decisions.
- They think about their **successful previous experiences** in challenging circumstances. This can create a greater level of confidence.

- **Recognize what you can and cannot** control and try not to become frustrated or angry about conditions or problems that are beyond your control.
- Your ability to **think divergently** – the ability to generate multiple alternative solutions to problems – can help you to be more creative in dealing with ambiguous and challenging critical situations and decisions.
- If possible, try to get the formal authority you require to lead others in the crisis situation. **Clarifying your role** as an authority can increase confidence in your efficacy to lead.
- **Get as much experience** as you can both in leadership and in dealing with crisis situations. Leaders with experience feel more confident.
- If you lack the experience or even if you have considerable experience, it is extremely helpful to **practice crisis scenarios**. The degree to which you have practiced and rehearsed crisis response protocols such as tabletop or actual live drills can increase your sense of self-efficacy.

Source: Fema, Leadership in emergencies toolkit