

Leading in a Crisis: How to Keep Your People Calm, Focused and Engaged

- 1. What common mistake do leaders make in times of crisis?**
 - a. They say too much and their people become overwhelmed.
 - b. They don't know what to say so they stop communicating.**
 - c. They wait too long before addressing the key issues.
 - d. They try to convince people everything is fine when it clearly is not.
- 2. According to the Quick Take, what is your #1 goal when leading in times of crisis:**
 - a. Cut costs as quickly as possible to conserve cash.
 - b. Meet with you best employees to be sure they don't jump ship.
 - c. Relieve the anxiety that prevents people from performing at their best.**
 - d. Find a way to make the bad news sound less threatening.
- 3. What does the research say about how even highly competent people respond to crisis:**
 - a. The "shared cognition" they usually rely on breaks down
 - b. People "cognitively diverge from each other," resulting in bad decisions
 - c. They need a "shared mental model" to reduce the stress
 - d. All of the above**
- 4. TRUE OR FALSE: Anxiety diminishes when people have line of sight to a goal and know what's expected of them?**
 - a. True**
 - b. False
- 5. Which is not one of the five elements of an effective crisis plan:**
 - a. Candidly define the present reality.
 - b. Provide accurate information.
 - c. Share every detail no matter how complicated.**
 - d. Show that you've done your homework.

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