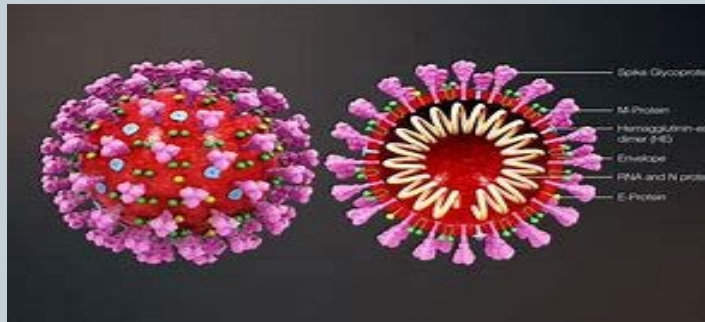


# Critical Leadership Attributes For The Workplace\*



## POST COVID-19



\* DANA BROWNLEE FORBES MAY 2020

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**V. P. Clinical Services**

**Jorgensen Brooks Group**

**Employee Assistance Programs (EAP)**

**Student Assistance Programs**

# COVID-19 Changes



## Leadership is Critical

**Restore and Revive failing Organizations**

- **and Industries**



## 7 Traits of Necessity

# Candor



**Trust Affirming  
Frank Address**



**Clear Candid Dose of Reality**

**Half Truths Damage Long-term  
Trust**



# Fact-Based Communication



**Dependable**  
**Logical**



**Methodical Up-Dating**

**Reduces Workplace Anxiety**

**Coalesces Organizations**



# Empathy



## Many Hats Worn by Leaders

**Counselor-in-Chief**

**Statements of Encouragement**

**Tone-Deaf, Insensitive responses**

**Have tragic consequences**

**Dysfunctional Meeting? RECESS**



# Manage Hybrid Teams



THIS IS NOT  
A TYPICAL  
BUSINESS MODEL

**Virtual working infrastructure-Reality**

**Tele-working likely increase**

**Shift Mindset**

**Bring Teams together w/ regularity**

**Work Streams Vibrant**



# Elasticity/Adaptability



**Review new data-Consistently/Often  
Change Course if necessary**

**Ostrich Leaders??**





# Humility



## **Expectation of Leadership**

**“Know-it-All”**

**Reality of leaders: Human & Fallible**

**Reliance on Expertise for best decisions**



# Active Listening



**LISTEN to UNDERSTAND not Listen to Respond**  
**Survey; gather feedback,**  
**Well-informed decisions**  
**Attention to the Pulse of the Organization**



# Summation



## Suggestions for Leaders



**Candor**  
**Empathy**  
**Fact-Based Communication**  
**Humility**  
**Elasticity**  
**Active Listen**  
**Management of Hybrid Teams**

