



Leadership for Everyday Crises...

or worse



What was your last crisis at work?

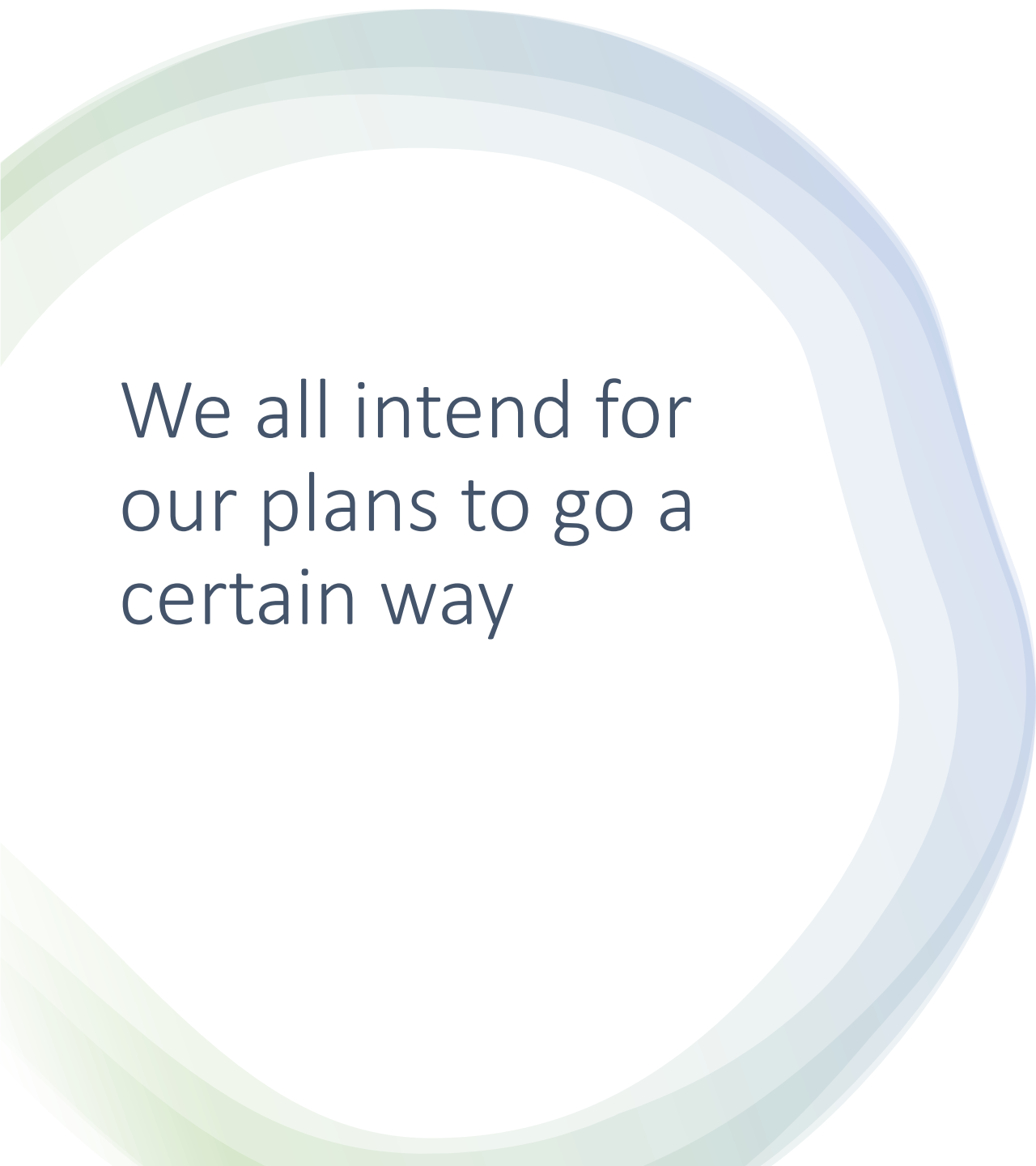
Ran out of paper clips and could not attach stuff to the routing slip

Someone lost a check from a guest

One of the Docs was exposed to a COVID positive guest two days ago
and they found out today

One of your team failed a drug screening

One of the team started something that was a HIPAA violation



We all intend for
our plans to go a
certain way

**Commander's Intent: Hold Hill
32 at all costs. (No plan
survives contact with the enemy.)**

"Everybody has a plan until they get
punched in the face."

Mike Tyson

“The Stockdale Paradox”

“You must never ever confuse, on the one hand, the need for absolute unwavering faith that you can prevail despite those constraints with, on the other hand, the need for the discipline to begin by confronting the brutal facts. Whatever they are.”

Admiral James Stockdale

Fact: You have
survived all the
worst days of your
live...so far.



Opportunity

Challenge

Result

Resources

Affirmations

The background features two large, overlapping, curved lines. One line is a light blue color and the other is a light green color. They are positioned in the top right and bottom left corners of the frame, creating a sense of movement and depth.

There I was sitting at ATL on March 14 with the feeling that I'd been “Left behind”...

Echo Chamber

You will be influenced by:

FEAR

COACHING

HOPE



Action is required

Resiliency is your secret weapon

“We don’t put it on because it’s perfect. We put it on because it’s 1130 and it’s Saturday Night.”

Lorne Michaels, Executive Producer SNL

“Failure is not as much a physical state as a state of mind. Success is getting knocked down, and getting back up, one more time, without end.”

Jim Collins, How the Mighty Fall

Vision and Strategy



Vision = Destination Strategy = Road Map

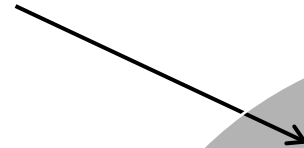
Purpose

Purpose

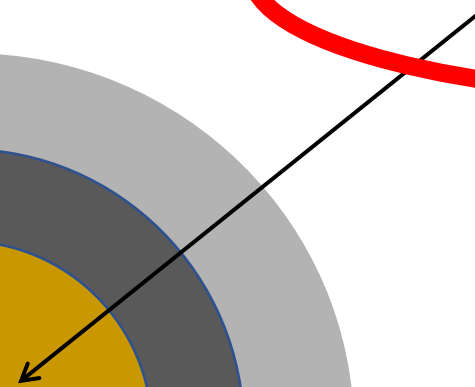
Life is more satisfying

ATTENTION GRABBING

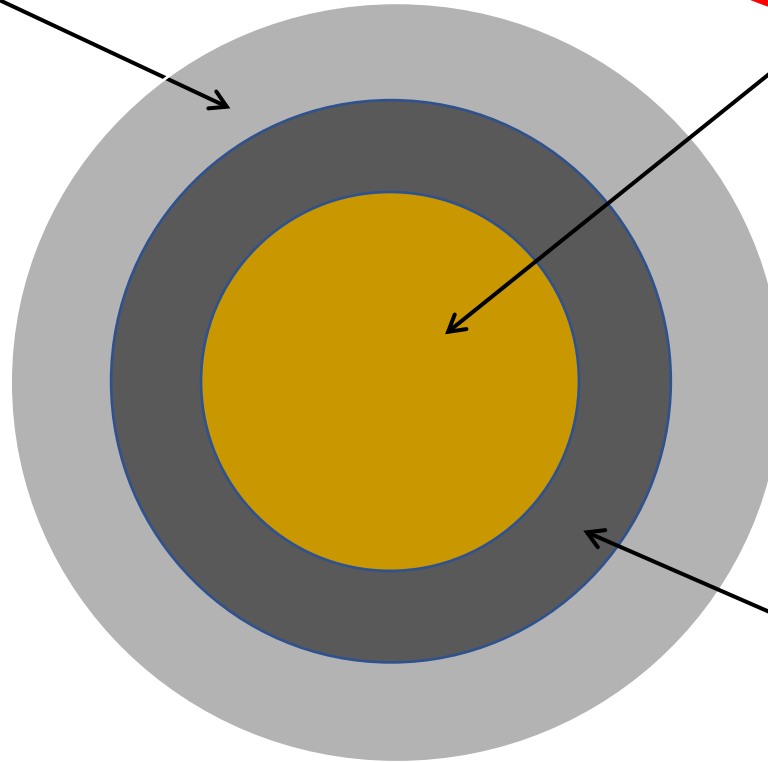
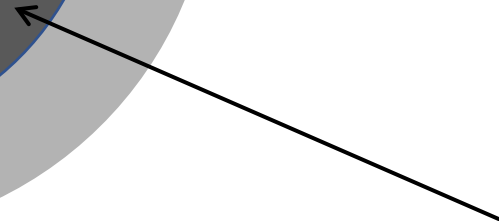
Circle of Concern



Circle of Control



Circle of Influence



Risk Assessment

Vulnerabilities:

Internal issues: ops, marketing, team,
financials

External Issues: financials, products, sales,
vendors

Weighted Responses: Low Medium Heavy

Opportunities: Examples

NEVER WASTE A CRISIS





How to ground yourself for the trials



How to ground yourself for the trials



How to ground yourself for the trials

How to ground yourself for the trials





How to
ground
yourself for
the trials



How to ground yourself for the trials



Simple but not Easy

Fear is Contagious, and so is Hope.

Vision is really important right now.

Coaching is critical.

Action is required.

Resilience is your friend.



“Failure is not as much a physical state as a state of mind. Success is getting knocked down, and getting back up, one more time, without end.”

- *Jim Collins, How the Mighty Fall*



What questions do you have?
Lessons to share?



Ted McElroy, OD
tmcelroy@visionsource.com

Thank you for spending your
time with me.