

Leadership During Times Of Crisis

Bishop David



What is a Crisis

- ❖ A crisis is an unexpected or sudden disaster or catastrophe. It impacts people's life at a very deep level to disrupt their everyday normal living.
- ❖ Crises may be personal (e.g. illness, loss of a job), familial (e.g. sudden death of a family member), regional (e.g. natural disasters), national (e.g. 9/11), and international (e.g. the flood during Noah's time).
- ❖ Certain crises influence specific communities more than others.

What is a Crisis

- ❖ A university president defined a crisis as: “a crisis is not simply a bad day at the office. It is often an event, or series of events, that bring virtually all “normal” university business to a halt and command the full attention of the president and his or her senior officers for days, weeks or longer...Crises may manifest themselves “like a cobra” where the institution is taken by surprise...”.



How To Receive News Of A Crisis

- ❖ Some people may experience physical or emotional symptoms.
- ❖ Pope Shenouda says “do not allow the problem to become part of you, but deal with it from the outside”.
- ❖ People may pass through 4 stages: (1) Denial; (2) Anger; (3) Fighting; and (4) Acceptance.

General Guidelines In Times Of Crises

1. **Be prepared (proactive not reactive).**
 - ❖ You can't be prepared for every crisis, but you can be prepared.
 - ❖ Have a “Crisis Management Team” of a reliable group of people that can be available during times of crises.
 - ❖ Have a list of contacts that you may call.
 - ❖ Know beforehand what and who your resources are in case of an emergency.



General Guidelines In Times Of Crises

2. **Be visible and present**

- ❖ The faster the leader is visible during times of crises, the fewer the chances for rumors.
- ❖ People look up to you for comfort support, and inspiration, so be there for them.
- ❖ Even if this means to just assure them that you are investigating the matter, and will provide more information ASAP.

General Guidelines In Times Of Crises

3. Call for a meeting of the other leaders

- ❖ To make sure we are all on the same page.
- ❖ To give comfort to one another.
- ❖ To make an action plan, and to delegate responsibilities.
- ❖ To be of one accord so that there will be no division or confusion about what to say or do.
- ❖ Sometimes, you will need to issue a statement.

General Guidelines In Times Of Crises

4. **Be careful of every word you say**

- ❖ Do not say anything unless you are 100% sure of it's accuracy.
- ❖ Be in control of your emotions and reactions to the situation.
- ❖ People need the affirmation that, no matter how badly things get, there is always hope. Be sure, however, not to make false and unrealistic promises that you are not sure of.

General Guidelines In Times Of Crises

5. **Dissipation of information**

- ❖ In order to get the facts, you must get it from trustworthy resources.
- ❖ Have efficient ways of communicating the information to the intended individuals (e.g. via email, fax, chain phone calls...etc.).
- ❖ The faster the accurate information reaches the people the better it is.



General Guidelines In Times Of Crises

6. **Raise awareness**

- ❖ People need to be educated in order to see clearly.
- ❖ People need to know what the right thing to do according to God's will.
- ❖ If there are divisions, there will be confusion.
- ❖ Explain your position from a Biblical, Traditional, and Canonical standpoint.



General Guidelines In Times Of Crises

7. Create ways of communication and help

- ❖ Web-site
- ❖ Prayer services.
- ❖ Professional help (e.g. counselors).
- ❖ Spiritual care.
- ❖ Regular meetings.
- ❖ Donations.
- ❖ All that brings people together and help them deal with their emotional reactions.



General Guidelines In Times Of Crises

8. **Keep things in proper size**

- ❖ Do not minimize or exaggerate a crisis.
- ❖ Do not overreact, but think rationally.
- ❖ Put all facts before the people as they really are.
- ❖ People expect to find out the facts from you, and anticipate to know what to do about this crisis from their leaders.
- ❖ Be the leader, or else someone else will assume the leadership

General Guidelines In Times Of Crises

9. Give hope

- ❖ Leaders have to believe that whatever crisis confronts them that together they will get through.
- ❖ Reassure that people of God's presence and care.
- ❖ Remind them that there is an end and a solution to every problem, even if it takes time.
- ❖ People will be confident because you are confident.



General Guidelines In Times Of Crises

- 10. Never compromise your principles**
 - ❖ Always witness to the truth no matter how long the crisis may last.
 - ❖ Do not ever give in to any external pressure.
 - ❖ The people want to see their leaders strong.
 - ❖ If you change, the people will lose faith in you.
 - ❖ Pray Pray Pray.