

The image features a dark red background with a repeating pattern of white line drawings of various mechanical components, including gears, springs, and structural parts. The Southco logo, consisting of the word "southco" in a lowercase, sans-serif font with a registered trademark symbol (®), is centered in white. Below the logo, the tagline "Creating first impressions that last." is written in a smaller, white, sans-serif font.

southco®

Creating first impressions that last.

Leading through Uncertainty

Practical Ways to Support People and Business during Corona (Part 1)

Why Leadership is Vital

- The challenge of managing the current Covid-19 outbreak is significant, but it can be helped greatly by strong and consistent leadership.
- Southco and Touchpoint have always valued leadership development and good practices because it helps us deliver strong business results. That same focus will help us manage the present situation as well as possible.
- People need reassurance and communication from their leaders at every level. This does not mean you are expected to have all of the answers all of the time. Things change rapidly so communication unfolds day by day, and information is often incomplete. Repeating yourself is important to do.
- People need to be able to trust a source of communication. That should be you.
- Doing some of the practices on the following slides will help strengthen your teams response and resilience to the current challenge.

Use the Leadership Practices

■ Model the Way

- Be informed, communicate well and often, let people know you are supporting them and the business

■ Inspire a Shared Vision

- Remind people that this is a point in time and we also must focus on the opportunities we can take once the worst of the challenges are past.

■ Challenge the Process

- How can we be creative about how we work now that makes us respond in an agile way to challenges as they arise. These could be operational challenges, practical challenges in case of isolation or home working etc. – how can we be best prepared for this?

Use the Leadership Practices

■ Enable Others to Act

- What opportunities do we have to share and delegate tasks to reduce risk and maintain continuity? Are there opportunities to develop people in new areas at the same time as achieving this?

■ Encourage the Heart

- Keep focused on our people.
- Communicate well, and often. Do not be tempted to overdo the focus on corona, we must maintain 'normal' conversations too!
- Look after yourself too – take a break, talk to your own leaders and network too.

Tips for leading

- Try and do the following every day.



Keep Informed (from a trusted source)

- Knowledge is power!
- Keep track of company updates and communicate them rapidly to your team.
- Stay informed, but use trusted sources like the World Health Organisation or CDC.
- Use large mainstream media (BBC, CNN etc) but be aware that even mainstream media has a news cycle to maintain and therefore don't overdose on it.



Talk More

Whether in work or across offices or locations, maintain a communication channel. Keep talking to your teams so that they know you are there for them and looking out for them.



Don't just talk about Covid-19! Talk about objectives, business progress, and also the regular, 'what's important to people' stuff –in and out of work.

Remind people that this is a challenge that we will get through, and will need to look positively at business 'after Corona'.

Southco and Touchpoint have a strong Global Community – we need to keep in touch with each other.

Look out for Anxiety

Covid-19 is bound to make people anxious. Whether the fear of the disease itself or a reaction to the news cycle, it is likely to make people worried, nervous or anxious.

As a leader, you can make sure people have a calming influence by looking out for signs of anxiety and supporting where necessary:

- If people feel anxious, acknowledge that it is ok to feel concerned (squashing down fears doesn't help), but talking them out can help reduce them.
- If people self-isolate, make sure they are not out-of-the-loop. Maintaining contact on day to day business is valuable.
- Step away from the internet! It is an endless source of overloading messages at the moment, so limiting corona news is healthy.



Working from Home – Manager Standards

- Having a routine is a positive approach to working from home, for yourself as a manager and for your team. Include the following as a standard approach:
 - Make sure you **talk** to each team member at least once per day
 - When you talk to your team, talk about work, talk some trivia, and be interested in how the person is doing – you **never** have nothing to talk about.
 - Maintain a focus on business objectives in the same way as your office time
 - If you usually have team meetings, keep the routine but use virtual means. Try not to have less meetings than usual
 - Plan your day. Have a start and finish time as you would in the office, and include breaks to recharge your energy, take lunch etc. It's good to agree ground rules with others you share living space with too.
 - There are lots of 'tips for working from home' blogs inevitably springing up right now – find tips that work for you and keep feeling productive. If you hit a dip, reach out to your own manager or colleagues for a hit of support.

Links and Resources

- <https://youtu.be/g0R5Dd2QrAo> The term VUCA (Volatile, Uncertain, Complex and Ambiguous) has been a leadership buzzword for a few years now, but it fits well to the current challenge. This video offers a brief explanation of how to respond.
- <https://www.bbc.co.uk/news/health-51873799> Useful overview of mental health and wellbeing including relaxation technique and advice
- <https://psychcentral.com/lib/10-tips-to-build-resilience/> Nice 2 minute read on building personal resilience.
- <https://ideas.ted.com/8-tips-to-help-you-become-more-resilient/> Resilience from another angle.