



OPM's Leadership Webinar Series

Exercising Leadership During a Crisis

Presented by Mo Sook Park

Faculty, Center for Leadership Development

Center for Leadership Development

Developing Visionary Leaders to Transform Government

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Strategic Alignment



President's Management Agenda Key Driver of Transformation

People – Workforce for the 21st Century



OPM Strategic Plan Initiatives

- Improve integration and communication of OPM services to Federal agencies
- Optimize Agency Performance





Norms

- Have access to chat box and be ready to type.
- Avoid possible disruptions for others by refraining from taking other calls or participating in other work activities.
- Participate actively with full presence.
- Ask for what you need (on chat).



About Mo Sook Park



- CLD faculty since 2019
- Facilitator, Leadership Coach, Experience Designer
- Expert in Adaptive Leadership, Organizational Development, and Group Dynamics

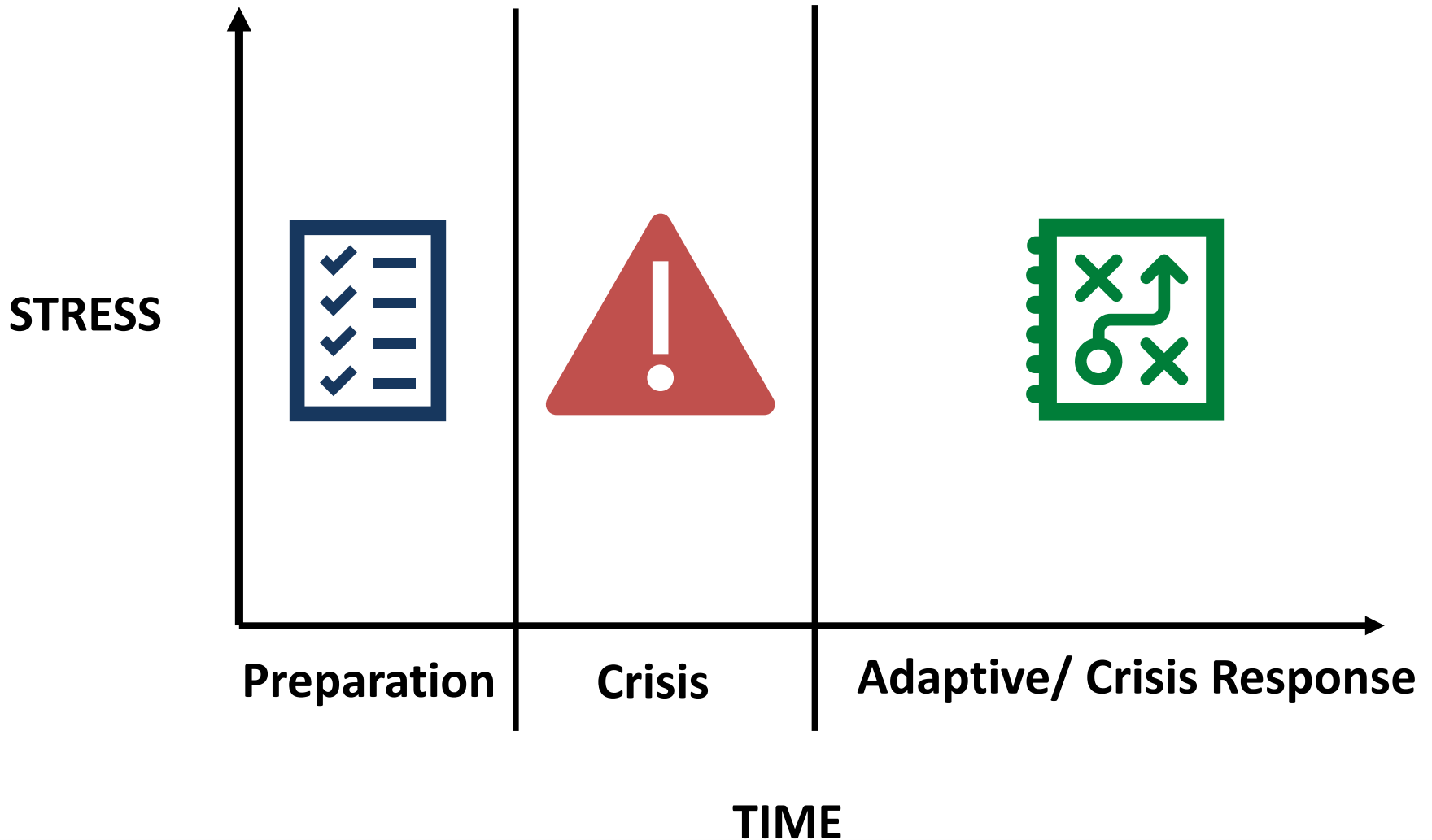


Agenda

- Crisis Phases
- Leadership's Role
- Discuss what exercising leadership looks like
in a crisis



Crisis Lifecycle





Chat Questions

What did you do to prepare?



Question: Crisis Response

Once we entered the acute crisis phase, how did you respond?

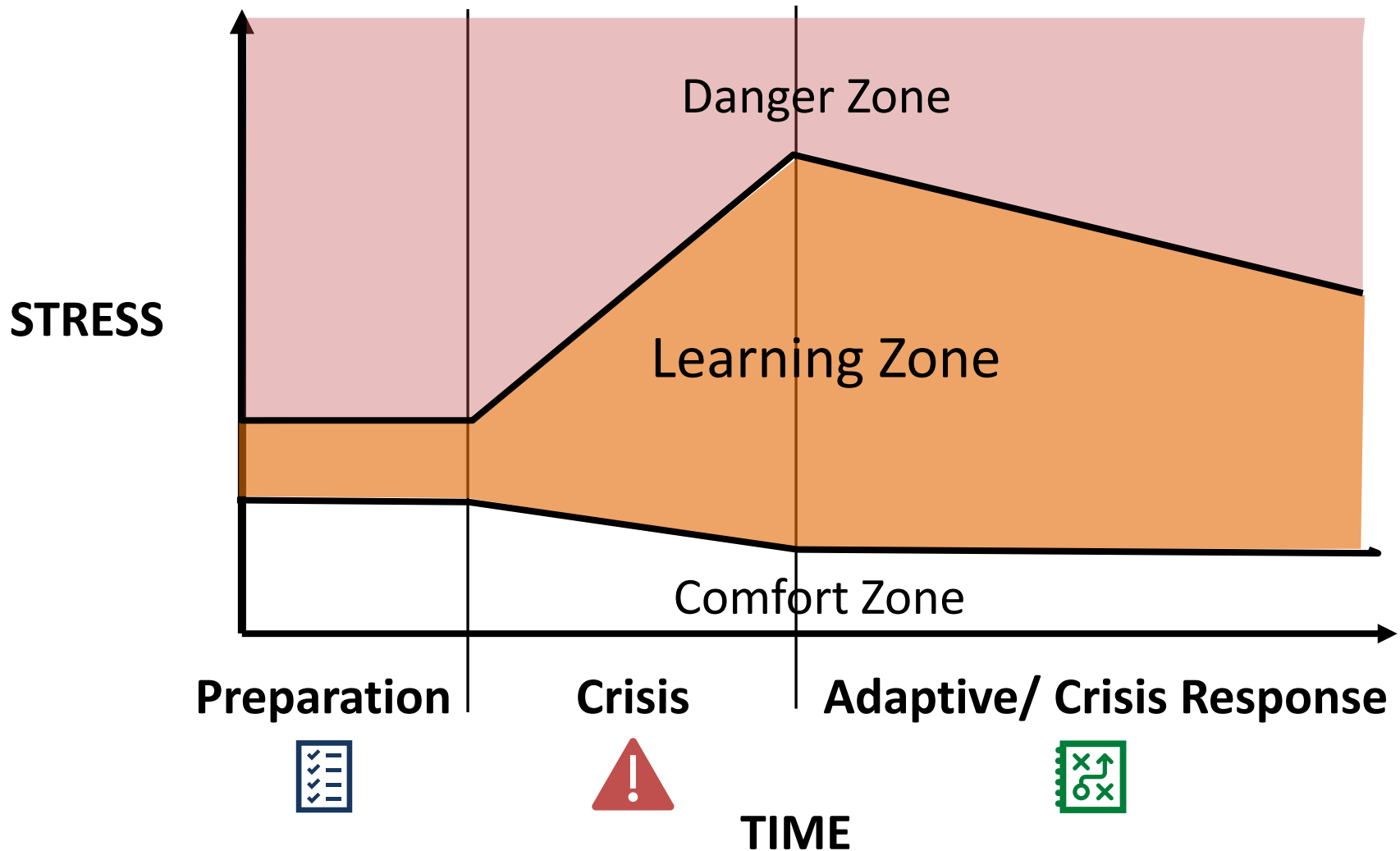


2 Polls

- What phase do you think we are currently in?
- What phase are you in?



Zones of Stress: Learning Zone





Poll

Where do you find yourself now?



Question: Expectations of you

What are you finding others are expecting of you as a leader at this time?

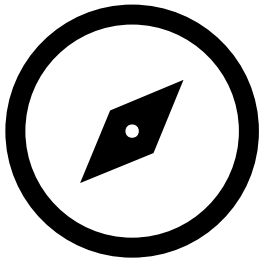


Question: Expectations of Others

What are you expecting of your leaders during this time?



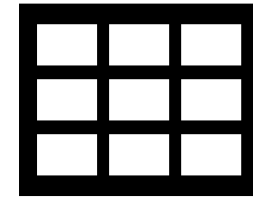
The Role of Leadership in A Crisis



Direction



Protection



Order



How To Stabilize for Final Phase

- Relentless communication
- Empathize and speak to loss
- Continually take the temperature
- Give the work back



Summary

- ✓ Crises have three phases.
- ✓ When stress is high, we seek out leaders to provide direction, protection and order.
- ✓ Leaders have an opportunity to leverage productive stress and create change.



Arundhati Roy

Novelist

“Historically, pandemics have forced humans to break with the past and imagine their world anew. This one is no different. It is a portal, a gateway between one world and the next.”



Questions?





Feedback

- What is one thing you are taking away from today's webinar?
- Are you interested in learning more about exercising leadership in a crisis?



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Thank you for your participation and service to our nation!

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