

STEPHANE FURDERER

FEARLESS

How to respond to a new normal?

May 14th, 2020

3 TIME FRAMES

How would you know when to pivot from Respond to Recover to Thrive?

Prepare and Manage continuity

RESPOND

Learn and Emerge Stronger

RECOVER

Prepare for the Next Normal

THRIVE



Support

How can I better support my employees, clients in the future.



Working from home

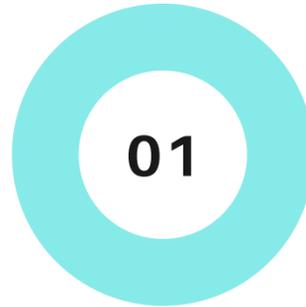
working from home does change the way we organize our schedule, advices would be great



New clients

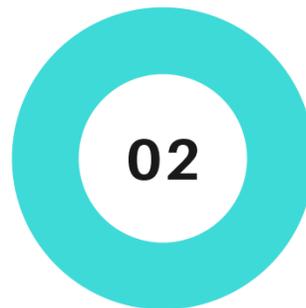
insights to what will work with acquiring new clients.

SHOWING UP AS A RESILIENT LEADER



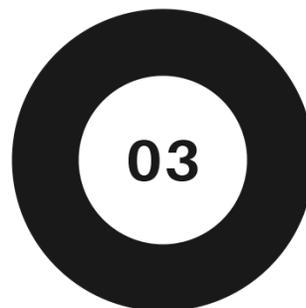
Design from the Heart

How are you demonstrating to your employees, customers, communities and ecosystem that you have their best interests at heart?



Mission First

How are you turning the COVID-19 crisis into an opportunity to emerge stronger?



Speed over elegance

How are you empowering your teams to take courageous action in a volatile environment?

RESOURCES

- [Deloitte: The heart of resilient leadership: Responding to COVID-19.](#)
- [World Economic forum: COVID-19 Global Issue](#)
- [HBR: Predictions for the New Normal](#)
- [HBR: Build your team's resilience from home?](#)

I'd like to invite you to continue the conversation, please reach out to me: stephane@stephanefurderer.com

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BACKUP SLIDES

HOW TO RESPOND TO A NEW NORMAL?

- **Show-up** as a resilient leader
- **Respond to what shows up:** the 3 Time Frames
- **And build your team resilience -** from home



ONE EXPECTATION: SHOWING-UP AS A RESILIENT LEADER

- What is the difference you've noticed in your leadership role?
- How does that situation change the way you show up as a leader?
- What are the current expectations as a Leader?
- How are you dealing with those expectations?

SHOWING UP AS A RESILIENT LEADER

Where do you have clear agreements?
How do you want to show-up?

Design from the Heart

How are you demonstrating to your employees, customers, communities and ecosystem that you have their best interests at heart?

01

Mission First

How are you turning the COVID-19 crisis into an opportunity to emerge stronger?

02

Own your narrative

How are you proactively filling the information vacuum to combat the spread of misinformation and rumor?

03

5
QUALITIES

04

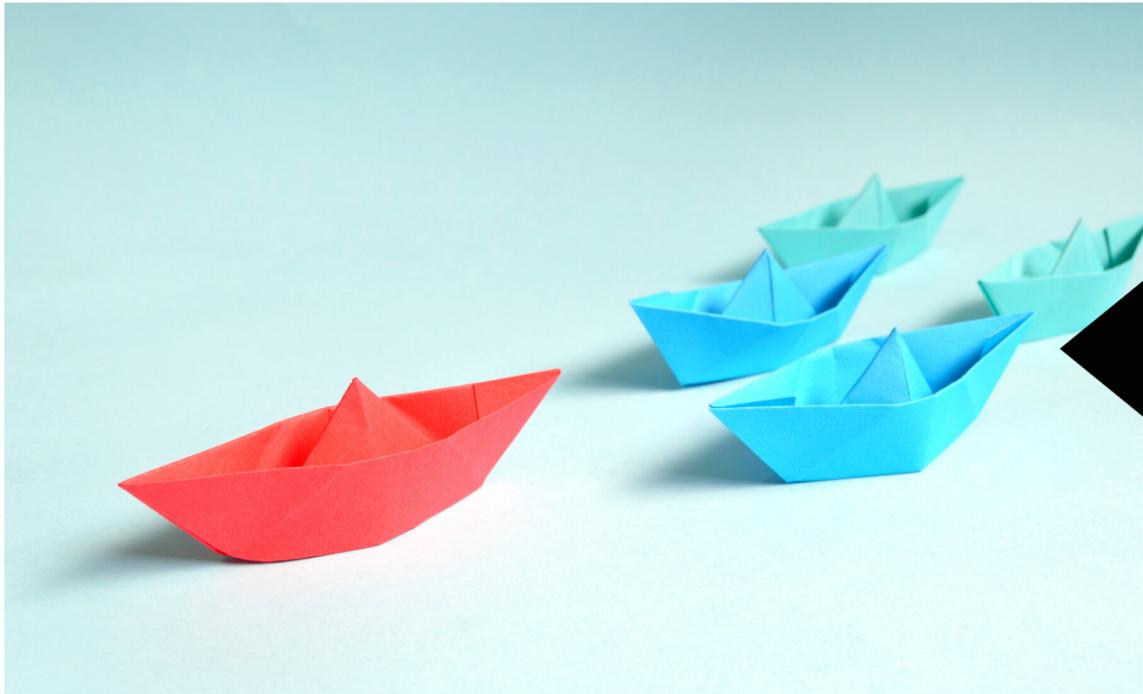
Embrace the long view

How are you anticipating and responding to the new business models likely to emerge post COVID-19?

05

Speed over elegance

How are you empowering your teams to take courageous action in a volatile environment?



SHOW-UP
Short-Term consensus

RESPOND TO WHAT SHOWS UP
3 Time Frames and 6 Priorities

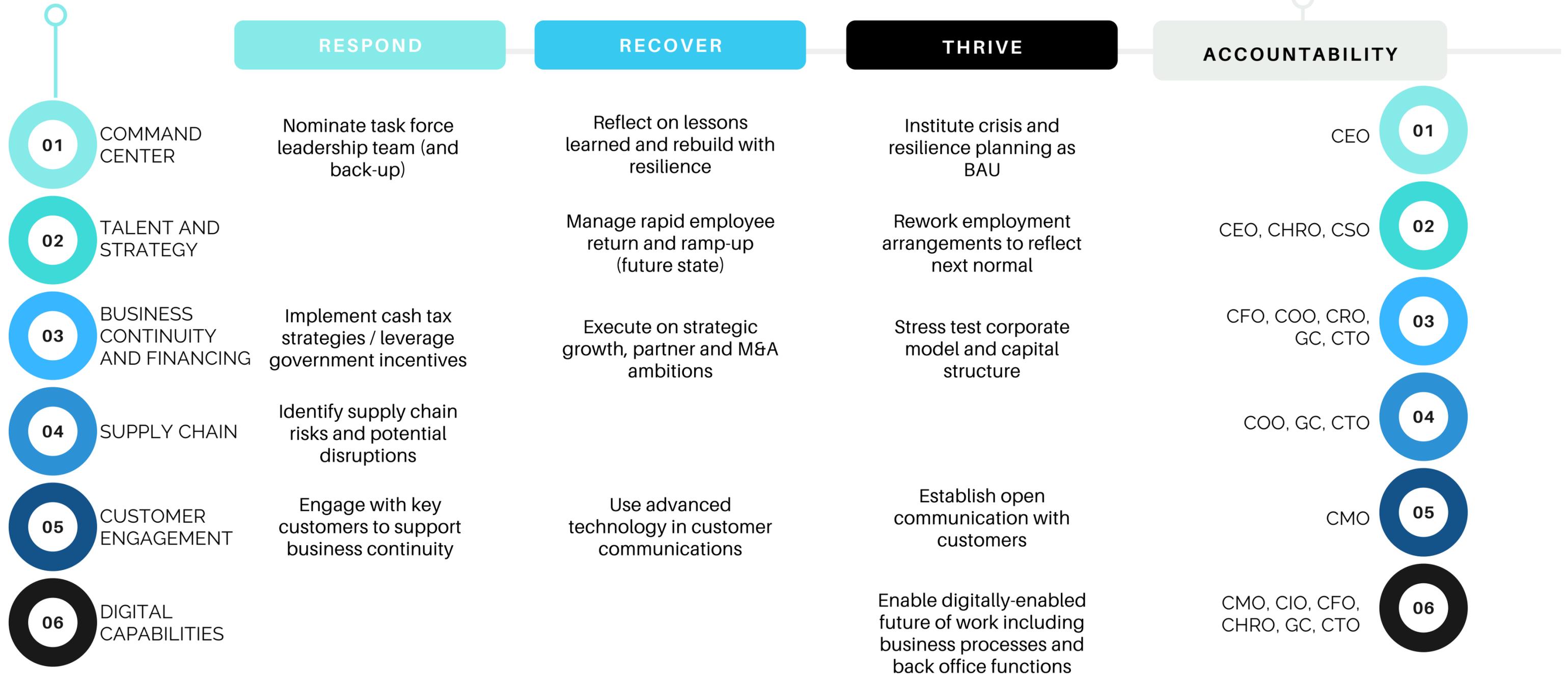


TIME FRAME AND PRIORITIES

What are your priorities and who is accountable in your business? And specifically...?

6 functional areas most at risk

Who is responsible and accountable



EMERGE MUCH STRONGER WORKING FROM HOME

Build your team resilience from home

KNOW

Know your team's resilience

factors:

- high levels of confidence in their abilities,
- disciplined routines for their work,
- and social and family support.

Build a "resilience inventory dashboard":

- by checking in individually
- how they plan to schedule their work days, and
- how you might support them with any life or family commitments.

Lead by serving

- Show Compassion, Serve your people, Build rapport, Focus their energy on strategic initiatives

FOSTER

Foster resilience-oriented conversations:

- A large body of research shows that the most effective way to increase resilience at work is through customized individual coaching
- Have guided conversations with each direct report yourself
- Encourage teams to have guided conversation among themselves on a regular basis
- reminded that things will stabilize —and envision who they will be after the adversity has passed.

ASK

Ask questions

- What plans they have in place for working remotely longer than anticipated?
- Who on your team or within your organization or within your network might be able to help you?
- How can I help? Helping others is one of the things that increases people's resilience.

FIND

Find learning opportunities

- Reframe the tension: Learning opportunities *within* the adversity rather than *despite* the adversity.
- Recognize special talents or skills that might be especially useful during the crisis
- Learn how to improvise in these new modes of working together (agile/standup)
- Increase the sense of connection