

CRISIS LEADERSHIP

Prepare. Respond. Recover.

Practical insights for leading through disruption.

BALANCE STRUCTURE WITH FLEXIBILITY.

Crisis conditions are dynamic and unpredictable. Keep the framework that creates order, but adapt how you execute as reality changes.

01

MAINTAIN STRUCTURE

Keep mission and objectives, safety standards, roles and responsibilities, values and ethics, and communication channels clear.

02

ADAPT TO CONDITIONS

Adjust response tactics, resource allocation, team configurations, decision-making, and problem-solving as conditions change.

03

EMPOWER FRONT-LINE DECISIONS

Give informed teams the flexibility to respond to the realities of the situation while staying aligned with organizational objectives and safety.

FROM RIGID COMPLIANCE TO ADAPTIVE LEADERSHIP

Use structure as the foundation for agility, flexibility, and successful adaptation.

MAINTAIN STRUCTURE	MAINTAIN FLEXIBILITY	LEADERSHIP ACTION
MISSION & OBJECTIVES Keep clear purpose and objectives to guide the response.	RESPONSE TACTICS Adapt tactics to the realities of the situation.	Stay disciplined in purpose, adapt execution.
SAFETY STANDARDS Maintain safety standards for people and operations.	RESOURCE ALLOCATION Adjust resources based on changing needs.	Protect people while adjusting resources.
ROLES & RESPONSIBILITIES Keep roles and responsibilities clear.	TEAM CONFIGURATIONS Modify team configurations to fit the situation.	Clarify roles, adapt teams as needed.
VALUES & ETHICS Stay anchored in organizational values and ethics.	DECISION-MAKING APPROACHES Use flexible decision-making approaches as conditions change.	Use sound judgment as conditions change.
COMMUNICATION CHANNELS Maintain clear communication channels.	PROBLEM-SOLVING METHODS Apply flexible and creative problem-solving methods.	Keep communication clear and solutions flexible.

CRISIS LEADERSHIP TAKEAWAY: PROVIDE ENOUGH STRUCTURE TO CREATE ORDER AND ENOUGH FLEXIBILITY TO RESPOND TO CHANGING CONDITIONS.