

Crisis Leadership



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Nothing tests a leader like a crisis. The highly charged, dramatic events surrounding a crisis profoundly affect the people in an organization and can even threaten the organization's survival. But there are actions a leader can take before, during, and after a crisis to effectively reduce the duration and impact of these extremely difficult situations. At its center, effective crisis leadership is comprised of three things--communication, clarity of vision and values, and caring relationships. Leaders who develop, pay attention to, and practice these qualities go a long way toward handling the human dimension of a crisis. In the end, it's all about the people.

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