

Keep Your Mind Clear and Your Actions Calm

Question:

My employees ask many questions during times of uncertainty. Unfortunately, I do not always have a positive answer. How do I react when I find myself doubtful?

Answer:

As a leader, you must eliminate fear and doubt by providing positive motivation to your organization. It is your job to exude confidence and energy during difficult times. Here are a few suggestions to help guide employees when the going gets tough.

- **Evaluate the situation:** Openly state fears and empower employees to create emergency plans, which alleviate concern.
- **Assess the environment:** Look to different departments and businesses you



admire for ideas on creating a more enriched and supportive community.

- **Let your imagination run wild:** Encourage employees to envision the best outcome for the future. Don't be bound by the confines of today's reality.
 - **Take action:** Solidify their visions with tangible action plans and get started on them right away.
 - **Encourage success:** Compliment employees on the fact they care enough to be concerned. Remind them that their dedication is the reason for prior success.
- Unmask your fears by making a list of worst-case scenarios.
 - Do not make decisions without having all the facts or with false data from the rumor mill.
 - Make a list of your personal resources and strengths. Refer to these affirmations daily.
 - Make a list of organizational competencies that override office gossip.
 - Develop a contingency plan to help you feel prepared in the chance that worst-case scenarios come true.

Question:

I continually hear rumors from my co-workers that make me feel unsure about the future. How can I determine the validity of workplace gossip?

Answer:

From global news to personal doubt, fear abounds in all of us. It shakes our confidence, causes stress and keeps us awake at night. Unfounded claims add to our anxiety level, even when they are not true. Do not underestimate your ability to deal with any situation that comes your way.



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