

# The Mentor Minute

Canada's leading consultants share their favourite tips and techniques.

*Kathleen Redmond supports leaders in developing effective, engaging, performance-driven communication. A certified coach and trainer with over 25 years of experience, Kathleen focuses on the character requirement to inspire teams, increase engagement and produce results.*

*To receive a complimentary 20 minute coaching assessment of your leadership engagement listening skills, contact Kathleen for more information.*

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## Leading In Uncertain Times

*with Kathleen Redmond, author, coach, champion of character and authenticity*

**Newspapers are screaming the gravity of the economic situation. It isn't just bad – it is a crisis. World wide. The worst. We should be scared, very scared.**

Emotion is an element of determining our behavior. Pretty or not, this is an undeniable fact. The current economic situation is probably having an effect on all of us, one way or another. Remembering this is fourth quarter with all the budget scrutiny that annually occurs. If your team members are worried about their job in addition to everything else, your team and organization will feel the impact.

This is a time for leaders to lead through engagement. What does that mean right now?

1. Be Visible.
2. Ask the right questions\*.
3. Listen openly and empathically.
4. Share your own perspective and ask for the support you require from the team.
5. Create a plan together.
6. Update everyone regularly and adjust the plan as required.
7. Explore ways to enhance enjoyment, camaraderie and a sense of fun.

### The Right Questions\*

- How is this situation affecting you?
- What support do you need from me?
- How can we best get through this time as a team?
- What should we stop, start and continue doing?
- How can we create more enjoyment in our workplace (without adding cost)?

Let's take a breath, consider what we have to be grateful for, build on our strengths and become an even stronger and more focused team during this challenging time.

**Now is a time for leaders to truly engage!**

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