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Leading in Times of Crisis: Ls 617

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**What is the biggest challenge you have encountered as a leader (in your church or work organization) and what made it difficult?**

Being a leader is never an easy task especially when you have people relying on you for guidance and support. Many leaders can say with great conviction that the leader is often seen as the one to blame in many instances mostly when things are not going according to plan. In most people's minds, leadership is supposed to be something one has potential to handle and be patient at all times especially when you are dealing with a magnitude of people of diversity. Though most of it is what leaders are supposed to do, it's important to know that leaders are also human beings that can go through the same challenges as any other human being.

As a leader, this author has been faced with a lot of challenges dealing with a group of people who come from different cultures, personalities, and characters. The challenge comes when followers often have significant differences and put their hope on the leader to help solve their problems

It is a challenge when people differ in opinions on certain issues of concerns, a leader's responsibility is to make sure that one provides the support needed to all his/her followers without favor,

**What did you do well in the face of this challenge?**

Maxwell, (1999) says it is incredibly impossible to be in charge of leading people if you need those people to help you lead, it is the self-insurance of leaders that they give subordinate a sense of loyalty to see through to the set goals and objectives. The first thing this author did is to take charge of the situation and made it known that she is there ready and capable of handling the situation.

Having gone through many challenges in life this author has learnt that the best way to handle challenges is by analyzing problem from all the possible angle as can be seen to ensure that they do not present biased solution to the problem which might result into even more bigger problem that affects even the branches of the organization that had nothing to do with problem in the first place.

It is also essential for the leader to be able to believe in themselves and their ability to solve the situation at hand and make sure that after everything is said and done, the problem emerges as a bond that brings the entire organization to become even stronger than they ever were.

The author also makes it a point to be physically present to address the situation without using intermediaries. The reason for being present is to make sure that she never underestimates the influence that she as a leader has on the subordinates by being available for them to show them support. Through many experiences, the observation of the author is that, if a leader makes it a practice to face all the challenges head-on even when they are faced with failure the leader's constant presence, and awareness of all the problems becomes lesser of a challenge. Most often meditation can help a leader in cultivating trust in subordinates which leads to a leader gaining support when dealing with many complications.

Another thing the author does look back and see if it is a problem that she has faced before to avoid another recurrence by correcting the mistakes that were made that made the problem come back. The reason for looking again is because the problem being faced may be something the author has found themselves in, in various instances, and that's when she might recollect information and find a new way of looking at the situation to deal with in a new light.

**What did you learn about yourself from this experience?**

Good leaders need to have the motivational transformation to guide them through their leadership process., they need to learn how to identify what outward drives followers as well as the core drives that motivate their followers. Leaders who know and have a relationship with followers makes it easy for followers to have the courage to come to the leader when they have problems. By knowing all the things that are important to their followers, they can understand them and help them through working hard to achieve them and fix problems that block them from achieving all their goals.

The lesson the author has learned from all their experiences is that there is never a small problem. All the things that happen in the organization are of great importance and should always get the same amount of attention as other problems that may be considered greater. A respectable and efficient way of conflict mediation process is to take into entire organizations population. In many organizations, there may be a variety of many cultures, socioeconomic backgrounds as well as many exceptionalities. Organizations should also put into consideration the great time and efforts that is spent in mediation by ensuring that they all come clean on all the issues that may be bringing the conflict to fix the problems from the root and avoid recurrence Of the problem. All the Staff needs to also assist in the whole mediation process, particularly to make sure that solutions agreed on are carried out as they ought to be.

Another thing is that it is important to the author is the lesson she has learned never to allow problems divide the organization. The way for a leader to keep the organization united is by making sure all the people are taken care of. "To be a heroic leader, you must take care of the

people who report to you. If you look after your people, they will perform to their maximum capability.”

**Which one of Bill George’s “7 Lessons” has impacted you the most? Why?**

The major lesson this author has learned from Bill George is that the first step of addressing any kind of challenge is to first acknowledge the existence of the problem. The entire organization should avoid keeping a blind eye on obvious problems. Sometimes things happen that require organizations to take action, at other times organizations are slow to address situations that need to be acted on which cause other major complications which would have been avoided if leaders had taken steps to control them before they spiral out of control. George, (2009). “Before you can lead your organization through a crisis, you have to acknowledge that you are indeed in one. Next, you have to get everyone else to acknowledge it as well. Only then can you define the problems accurately and develop plans to deal with them.”

Though at times we may not want to accept it, things happen in our environment that requires action to be taken to ensure the organization changes for the better. A leader should prepare the organization to be ready to handle challenging situations that need addressing. Because it is not easy to cope with challenges it is necessary that the leader provides moral support to all his/her subordinates so that they can prevent panic situations. Being available to support the subordinates helps to feel secure and protected and have the motivation to keep on pushing to ensure organizations security.

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