

## NUMBER 2:

NO  
PEOPLE,  
NO  
ANSWERS



*We must displace the reflection for whenever it becomes possible again. There are times, like today, when action must predominate.*

*Organizations must open up leadership to the most empowered people in order to give quick and effective responses beyond other considerations.*

- The current unpredictability cannot be managed from a mere calm state. Crisis do not get along big formulations, discussions or waste of time. Answers can't wait until we get all warranties. It's time for minimum viable products.
- Solutions do not come alone, they are the results of the people who work in the organization, they depend on their motivation and on the amount of contribution the organization allows them to bring. Their participation is not improvised; only a consciousness-based leadership model will allow us to find the right answers.
- We must leverage the waiting time or the low activity caused by the current situation to change the old ways of doing things that are preventing leadership from directly emerging out of people.
- We must also keep in mind that at critical moments the "silence from above" is very negative. Teams need to know what is going on and must have specific information about what they are expected to do. It is very demotivating that they find out through informal channels. They need clear, urgency-oriented instructions that the situation demands.
- Good communication from above is essential to eliminate uncertainties and gain in security and empowerment.

**Link:** [Leading your team through a crisis](#)

