

# LEADING IN TOUGH TIMES

## 3 Behaviors to Consider

**BE PROACTIVE;  
DON'T ALLOW  
THE STORY TO  
OVERTAKE  
YOUR  
MESSAGE.**

### QUESTIONS TO CONSIDER

Have you put yourself proactively out in front of an issue?

Or, have you let it fester?

Why did you behave as you did?

What might you do next time to keep from having an issue overtake your message?

### QUESTIONS TO CONSIDER

Do you effectively use humor to ease tensions or breakdown barriers?

Have you ever attempted to use humor at the wrong time or in a wrong way?

How might you more effectively use humor in the future?

**BE  
APPROPRIATELY  
SERIOUS;  
DON'T COME  
ACROSS  
FLIPPANT.**

### QUESTIONS TO CONSIDER

Do you create an environment where people feel comfortable sharing their ideas, observations, and criticisms?

How did you react the last time a direct report objected to your actions? Were you defensive? Reflective? Open?

What might you do in the future to be more open to feedback?

**BE OPEN TO  
FEEDBACK;  
DON'T  
CREATE AN  
ENVIRONMENT  
WHERE PEOPLE  
WON'T SPEAK UP.**