

The University of Toledo  
Center for Continuous Improvement

LEADING DURING A CRISIS AND LEADING REMOTELY

**Effective Leadership – More Crucial Than Ever**

Leading effectively can be challenging in the best of times. During crises, being an effective leader is more important than ever - yet it is often more difficult than ever. Knowing how to handle unexpected challenges resulting from unprecedented events, such as the latest pandemic, can make or break leaders – and can result in catastrophic repercussions to their employees and their organizations.

Each crisis comes with its own unique challenges that can't necessarily be foreseen. However, there are ways to prepare oneself as a leader for the unexpected in order to mitigate possible impacts of the crisis on one's organization and employees. Successful leadership during a crisis is possible, just as Leading Remotely is possible and vital.

Our two programs, **Leading During a Crisis** and **Leading Remotely**, will help leaders develop skillsets that will help them face seemingly insurmountable tests of their leadership skills in order to handle unprecedented demands on their ability and talent. Leaders will feel empowered and confident in their approach to handling their challenges.

**Leading During a Crisis**

- Leadership Principles Leading Through a Crisis (and how they are different than non-crisis times)
  - Communication
  - Core Values
  - Realism
  - Innovation
  - Humanism
  - Decision-Making
- Top 10 Lessons Learned from CEOs through the COVID Crisis
- Importance of YOU as the Leader During Crises
  - Emotional Intelligence
- Lessons Learned from Those Who Work in Crises
- Cautions and Our Overreliance on Leaders During Crises
- Crises Breed Opportunity
  - Employee Development
  - Change and Organizational Development
  - Team Building
  - Personal Growth
- Developing a Playbook When There is None Activity

**Leading Remotely**

- Differences between Leading Remotely and Leading In-Person
  - Differences in Communication
  - Differences in Building your Team
  - Differences in Giving Feedback and Developing Employees
  - Differences in Delegation
  - Differences in Monitoring and Support

*\*\*How to Capitalize on these Difference Activity\*\**
- Self-Reflection and Self-Assessment in Leadership and Communication Preferences (Leading remotely takes self-awareness!)
- Making Connections and Building Rapport Remotely
- Holding your Team Accountable
- Building Communication Expectations and Norms
  - Process, Policy, Exceptions
- Celebrating Success When Leading Remotely!

**About the Instructor**



**Jenell L. S. Wittmer, Ph.D.** is an Industrial / Organizational Psychologist and Associate Professor of Management in the Neff College of Business and Innovation at The University of Toledo. Her areas of teaching include Human Resources, with a special focus on Training and Development, Leadership Development, Organizational Behavior, and Results Based Management. Dr. Wittmer is certified as an assessor for Managerial Assessment Centers and is an expert in mid-level managerial coaching and development. She regularly serves as a consultant and speaker on such topics as leadership development, team leadership, disabilities awareness and strategic advantage, training and development for small businesses, and personal communication styles.

*If you wish to tailor either of these programs for onsite training at your company, please contact Carrie Herr, CFCI Director, by calling 419-530-2037 or via email at [carrie.herr@utoledo.edu](mailto:carrie.herr@utoledo.edu).*