



LEADING THROUGH CRISIS

Lessons from sport, business and the military One-Page Summary: Crisis Response



Brigadier Elizabeth Faithfull-Davies is the Commander 102 Logistics Brigade. During the COVID-19 crisis Brigadier Faithfull-Davies was responsible for establishing a mobile testing regime to be dispatched around the country.



“If you trust your people, you empower them.”

Professor Neil Mortensen is the President of the Royal College of Surgeons. He is working with the government, NHS and surgeons to deal with the impacts on elective surgery from the COVID-19 pandemic.



“One of the biggest lessons from the pandemic has been the sense of team work, ingenuity, and energy of local teams around the country coming up with local solutions to local problems.”

Richard Lloyd is the General Manager of Accolate Wines responsible for European Operations and Supply Chains. Richard’s organisation has had to adapt its business model and working practices to meet the unique demands of the pandemic.



“In a crisis the role of a leader is magnified.”

The first session of the conference focused on the challenges and strategies used in responding to a crisis. All three panellist have been acutely involved in leading the response in their own organisations to the COVID-19 pandemic. Panellists offered their own insights into what they have experienced and learnt over the course of the last six months.

Leadership Lessons

1. The importance of being agile and able to adapt to the challenges of a crisis. Session Chair Frank Dick described this as the need to “learn fast and learn better”. Richard Lloyd told a story of how his organisation had to adapt communication methods to meet the demands of the pandemic.
2. All teams have a multitude of different perspectives which will contribute to the delivery of a plan. Brigadier Faithfull-Davies categorised these as: thinkers, doers, coordinators, coherers and disruptors.
3. If a leader empowers people they will build trust and cultivate new ideas. Professor Mortensen argued that when leaders build networks and teams they create coalitions of effective problem solvers.
4. Through a crisis leaders must communicate their vision clearly. If the vision and purpose is clearly communicated the whole team can unite behind a single aim.

Further Investigation:

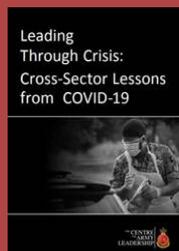
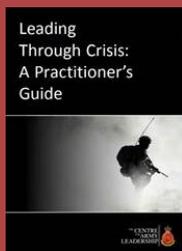
[Leading an Organization Through the Uncertainty of Covid-19: Leaders Mindset. McChrystal Group](#)

[Cultivating Compassionate Leadership in a Crisis Mckinsey & Company](#)

[Develop the emotional skills to lead well in a crisis. Change Board](#)

Watch a recording of the session [here](#).

This conference is just a part of our “Leading Through Crisis” series. Our other work can be accessed by clicking on the two publication here:



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