

Leadership and Managing Fear

Connect with the reality of fear and uncertainty

Fear can be a good adviser! It pushes leaders to act.
Tips for managers on what to do and what not to do.

DO'S

	1 Be a secure base <ul style="list-style-type: none">+ Make sure you are available+ Say what you do and do what you say+ Allow space to vent be it through tears, humor or movement	2 Ask 'here and now' questions <ul style="list-style-type: none">+ How are you today?+ What's going on at te moment?+ What would help you keep focus now?	
	3 Encourage the other to get to the essence <ul style="list-style-type: none">+ Tell me in four sentences what it's all about for you+ What is important for you?	4 Deep dive into the request <p>Ask open questions</p> <ul style="list-style-type: none">+ What do you need from me here and now?+ What can you do yourself?	
	5 Bring clarity and focus <ul style="list-style-type: none">+ Time – Support the creation of structure and time.+ Task – Say what you do and do not expect	6 Give options. Choice stimulates autonomy and resilience <ul style="list-style-type: none">+ Do you want to talk about it now or later this afternoon?+ Do you want to have lunch together or are you going out?	
	7 Recognize the things that are going well <ul style="list-style-type: none">+ Is there a success, no matter how big or small, to celebrate? (What did you learn?)+ For what or for whom were you meaningful today?+ What are you thankful for today?		

TEAMS – Connect with each other during the check-in and check-out

- + During the check-in, create the space for someone to say, do or ask whatever is needed to start.
- + During the check-out, create the space to say, do or ask whatever is needed to close.

DON'TS

- + Do not accept it at face value if an employee says that 'everything is fine'
- + Do not be afraid to ask personal questions
- + Do not dismiss fear with conversation stoppers like 'you don't need to be afraid'
- + Do not use the word 'trauma' as an excuse to not do anything
- + Do not avoid subjects like suffering, mortality and death
- + Do not give advice or solutions unless asked
- + Never believe that you are indispensable

