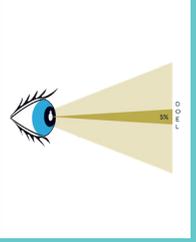
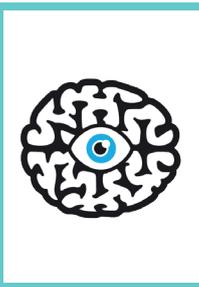


# Leadership and Managing Fear

## 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

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

### 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

