



LEADING IN CRISIS

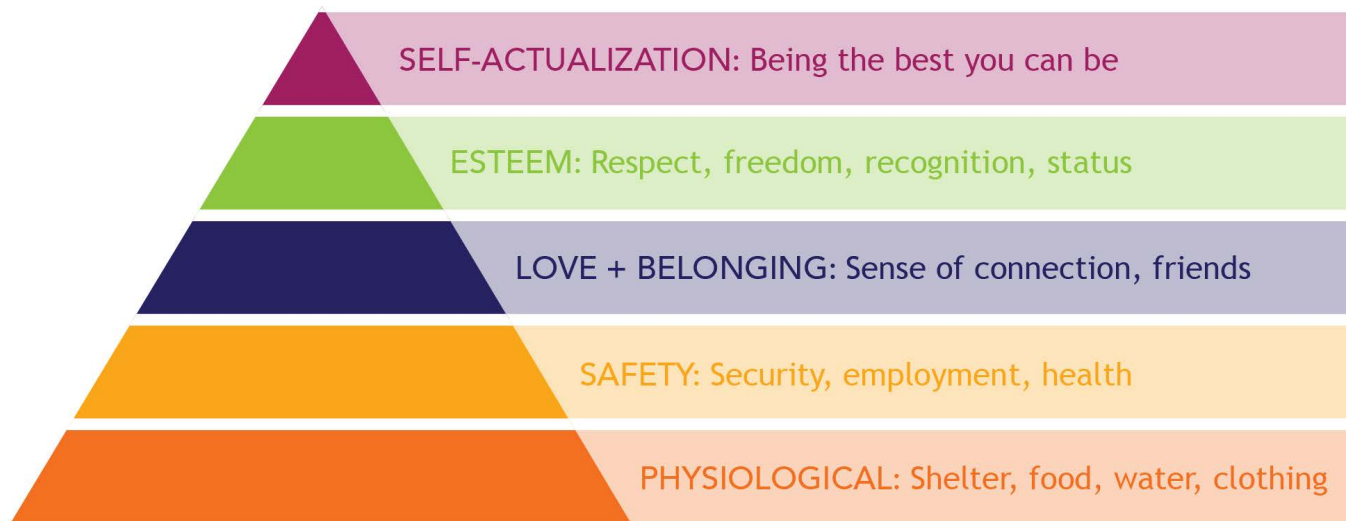
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1. MASLOW'S HIERARCHY OF NEEDS



- Basic needs must be met
- Perspective and clarity provide safety

Questions to attend to:

- How are we allowing people space to meet their basic needs?

- How are we creating safety in our communications?

2. CHANGING COURSE

- Remote working
- Create community
- Add value

Questions to attend to:

- How are we creating connection, considering typical connection points?

- What can we do to increase our value add to constituents?

3. POLICIES AND EXPECTATIONS

- Purpose
- Adaptability
- Transformation
- Strengths

Questions to attend to:

- Where are you drawing your strength?

- What are your expectations? How are you communicating them?

4. COMMUNICATION

- Transparent or Opaque
- Uncertainty and clarity
- Plan

Questions to attend to:

- What communication are we offering? What form? What frequency? To whom?

- What is the point of it? (inform, persuade, comfort, celebrate, etc.)

AUDIENCE	TYPE OF MESSAGE (inform, persuade, empower, request, reference, etc.)	MEDIUM (email, voicemail, in person, video, etc.)	WHEN + WHERE	WHO IS RESPONSIBLE

5. INFORMATION

- Changes
- Source

Questions to attend to:

- Where is your business changing?

- What information do you have from previous crises that can influence your decisions now?

6. OPPORTUNITIES

- Risk
- Gifts

Questions to attend to:

- What will your new process be?

- “If I am helping you, how can I do a better job?”

- What can I create, recreate, or transform?

7. SELF-CARE

- Build Muscles
- Invest

Questions to attend to:

- How will this make me better?

- How will I use this to help other people?

- What action will I take to improve my situation?



**NEXT
CLASS**

FUNDAMENTALS OF COACHING

Live Stream Class | Starting June 11 @ 9am

Coaching is a skill set that, when applied, creates awareness to communication styles. Once aware of habits, we can choose differently and create new relationships.

In this interactive, practice-and-play class, you'll learn:

- What coaching is and isn't
- Powerful questions to ask that keep people engaged and off the defense
- Roles of a coach and how to transition between them
- How to listen actively and effectively to understand what's not being said
- Language that prompts better answers and deepens the learning

To register, visit: www.legalleadershipinstitute.com/events



**FREE
RESOURCE**

LEADERS LAB

Free group video chats enable attendees to discuss struggles, strategies and successes around a given topic.

Next Topic:

Movement (Moving Intentionally) with Beth Cline

May 12 @ 11am PST

Limited to 12 people

Reserve your spot:

legalleadershipinstitute.com/events/leaders-lab



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