



Crisp Video



Speaker: Cy Wakeman

Cy Wakeman is a highly acclaimed workplace drama expert, leadership & team culture consultant, and New York Times Best-Selling Author. In this Crisp exclusive webinar, Cy will outline the role of a leader during profound uncertainty: capturing hearts and minds, operating with plenty of resilience and minimum drama, and keeping teams and individuals focused on the work at hand — all the while ensuring that the forces that will evolve teams and team members are not curtailed.

Leading in Uncertain Times: Don't Waste a Good Pandemic

- Humans respond predictably to stress and uncertainty: emotional quitting
 - Emotional quitting is not taking responsibility for your world and adopting victimhood behavior for your circumstances
- Your circumstances are not the reason you can't succeed; they are the reality in which you must succeed
- Leadership is calling people to greatness to overcome the human condition and succeed within their reality
- The biggest role for a leader right now is energy management
- As a leader you lose your right to your own option; you cannot editorialize your story and your reality

- Separate your reality from your suffering and understand the difference between preference vs. potential
 - We often cater to people's preferences at the cost of business potential
- There is a big difference between sympathy and empathy
 - Be compassionate and recognize their humanity but don't enable victimhood mindset or behaviors

Resiliency

- Resilient people have the largest network of positive relationships, asked for help most often, and had a different anchor for confidence
- They understand how their mind works and how their world works

High Self vs. Low Self - No Ego

- High self vs. low self refers to our ability as human beings to toggle back and forth between being evolved, contributing team members (high self) or being stuck in a victimhood mindset (low self)
 - Low self means seeing the world through the lens of ego and taking on a victim mindset; your world view is corrupted
 - Self reflection is the ultimate drama diffuser

What is this Pandemic Revealing?

- Pay attention to how your team members are behaving during this time - are
- Examine the state of your business and see what it reveals about your own readiness and resiliency—learn from this time
- Stop believing everything you think—your ego loves certainty over accuracy
- Be careful of your survival tactics and optimize how you utilize your capital and your people

Want More Cy?

- [No Ego](#)
- [Reality-Based Leadership](#)
- [The Reality-Based Rules of the Workplace](#)