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| C:\Users\David McClaskey\AppData\Local\Microsoft\Windows\INetCacheContent.Word\2016 John Maxwell and David p1908596183-o225773281-3.jpg**David McClaskey and John Maxwell****David McClaskey Notes from****John C. Maxwell Live video April 13, 2020****Leadership – When it Matters the Most: Leading under Uncertainty**Link to Maxwell’s April 13, 2020 Webinar on Leading with Uncertainty:<https://www.facebook.com/JohnCMaxwell/videos/2560429160943362/> |

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| **Leadership – When it Matters the Most: Leading under Uncertainty****(Conveying the wisdom from an April 13 John C. Maxwell Webinar)****Presented by: David J. McClaskey** **President, McClaskey Excellence Institute****Certified John Maxwell Team Member** |

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| **Description:** In a crisis, uncertainty significantly increases. As leaders, we still have to lead, even in this environment of increased uncertainty. John Maxwell's advice is both insightful, pragmatic, and hopeful. One of the key points you will get out of this webinar is ideas on how to find the opportunities in these uncertain times.As a Certified John Maxwell Team member, it is my privilege to review with you the key points made by John C. Maxwell on his April 13 webinar on “Leading under Uncertainty." As many of you know, John Maxwell is considered one of the top leadership gurus in the world. He has written over 70 books and presented at countless conferences. **Presented by:** **David J. McClaskey, President, McClaskey Excellence Institute (formerly Pal’s Business Excellence Institute).** David J. McClaskey; President, McClaskey Excellence Institute; [**www.McClaskeyExcellence.com**](http://www.McClaskeyExcellence.com)**;** DavidMcClaskey@McClaskeyExcellence.comDavid McClaskey is a Certified John Maxwell Team MemberMcClaskey Excellence Institute has for the past 20 years helped 1,000's of leaders through training and consulting create extraordinary organizations through operations excellence. [(www.McClaskeyExcellence.com)](https://mcclaskeyexcellence.com/) David has over 45 years’ experience teaching and consulting with thousands of leaders from every type of business. He was the consultant and worked with 7 companies that have won 8 Baldrige Awards (the United States national award for excellence in leadership and management) including both Baldrige winners from the City of Kingsport: Eastman Chemical Company and Pal’s Sudden Service as well as both times The Ritz-Carlton Hotel Company won the Award.  |

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**---------------------------------------------------------------------------------------------------****David McClaskey Notes from****John C. Maxwell Live video April 13, 2020****Leadership – When it Matters the Most: Leading under Uncertainty**Dealing with the Coronavirus pandemic is both causing us to make great use of the leadership skills we have developed and also to reach out for some new skills that will help at this time.I will selectively share material from others (in this case John C. Maxwell) that I feel might be beneficial to McClaskey Excellence Institute (formerly Pal’s Business Excellence Institute) Alumni and other leaders. You can read my notes, listen to John Maxwell’s presentation on video or both.Let me know if this is helpful and the number 1 take away that will be most helpful to you in this very turbulent times.John Maxwell’s Objective of his “Leadership – When it Matters series”: to Help you lead you and your team through the challenges of today. My notes are below. I have highlighted some key points that meant a lot to me.**A.**   **General Comments** 1. There is a hero within you. You be that hero
2. Most people prefer bad news to uncertainly. Why? When it is certain, we can do something about it.
3. Everything good is uphill. In a crisis, the hill is just steeper.
4. We need to be intentional to get through the crisis in the best shape.
5. Crisis is like a wakeup call.
6. Need to be both intentional and grateful. It will shift how you think.

**B.**    **John lists 6 benefits that come from the uncertainty that accompanies a crisis. Embrace the benefits of uncertainty (which occurs in a crisis)** 1. Takes us out of automatic.
2. We have to shift from automatic to intentional.
3. When you are intentional, you use more of your talents.
4. Provides leadership opportunities
5. People want to be lead more than ever
6. People want security, understanding, care, help, hope, answers, consistency, involvement, visual assurance
7. Every opportunity is surrounded by a problem. Have to get through the problem to get to an opportunity.
8. Crisis is a visual problem with hidden opportunities. Often we only see the problem.
9. Inside of the problem there is a way to have a breakthrough
10. If you lost the opportunity, someone else will find it.
11. In the mist of this crisis, what opportunity is around me right now? I clearly see the problem. But can I see the opportunity within the problem. Often leaders are faced with opportunities that are disguised as an insolvable problem.
12. Keeps us focused on today.
13. Under uncertainty, the thing to do is take care of today.
14. What do you need right now: take care of yourself, your people, your customers.
15. Did I lead well today?
16. Did I live well today?
17. If prepare well today, I will not have to repair tomorrow.
18. Gift to today.
19. The questions is not if I have time? It is: Am I utilizing the time?
20. Am I making myself better?
21. Am I maximizing my time for my people, my customers, myself?
22. Did I build in the crisis or did I get buried by the crisis?
23. Taking care of today will help you build during the crisis
24. Reintroduces us to humility
25. We usually very self-reliant. We are sure of ourselves. Thus, in most leaders, humility gradually erodes. We feel we can handle anything. Crisis show we can not.
26. In a crisis, we often do not have answers. We are more uncertain.
27. Reduces pride. Makes us more relatable to others.
28. Humility does not mean we think less of ourselves. It means we think of ourselves less.
29. Be creative
30. What is normal, is no longer normal during a crisis. I believe there are answers. I need to find them.
31. Get out of the box. (Advice for the good times.) In a crisis, blow up the box. When you blow up the box, you can not go back to what you have always done.
32. Crisis creates the opportunity to be creative.
33. The great coaches make great half time adjustments.
34. We can develop a habit in 30 to 60 days.
35. Crisis give us a different way to live. Which leads to new opportunities.
36. It tests our teaching
37. As leaders, we are consistently teaching.
38. In a crisis, we find out if there is a gap between the leader’s words and actions. Why? In the pressure and stress of a crisis, will you still follow your own teachings
	1. Example: A leader often says: People first. In a crisis, are we putting people first or me first
	2. Are we living our words?

                                            **C.    John ended his video with 9 things that leaders can offer people during times of uncertainty** 1. Offer continual hope. Reality is what you have to deal with. Hope helps you deal with it.
2. Give them grace and compassion. During a crisis, most of us are not at their best. When we are stressed, we are not at our best. Give people a break.
3. Offer them thoughtfulness. Listen to them. Reflex. Deliberate, thoughtful, considerate.
4. Be patient and calm. Everyone is adjusting. People are not usually at their best
5. People have an increased visual awareness of the leader and their conduct. If leader is calm, people feel secure.
6. Offer them your best preparation. Prepare for the worse and hope for the best.
7. Offer them continuous communication. But don’t just talk. Am I sharing something that is help?
8. Be trustworthy. I can count on you.
9. Keep focused on today. Help people get small wins. It gives people satisfaction seeing something they did. Take control of what you can control.
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| -----------------------------------------------------------------------------------------------------------------------------INTERESTED IN LEANRING MORE ABOUT GOING FOR ORDINARY TO EXTRAORDINARY? We would love to help you on your journey to operations excellence. Visit McClaskeyExcellence web site for classes, consulting, coaching, or when need a keynote presenter or email me: DavidMcClaskey@McClaskeyExcellence.com |

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