

EFFECTIVE LEADERSHIP IN A CRISIS



2022

MAY

An organisation's reputation can be affected by how they handle crises, such as terror attacks. Effective leaders must be able to recognise threats and mitigate them. They should pre-emptively put in place plans to deal with the impact of such threats and to re-establish a sense of normalcy as soon as possible. A leader must also be decisive, adaptable, and compassionate in crises. Here are some tips for leaders in times of crisis.

ASSESSING CRISIS SITUATION ACCURATELY AND RATIONALLY



When a crisis strikes, leaders must utilise limited and conflicting information to form a clear and accurate understanding of the situation quickly. Effective leaders should also remain rational and unbiased when processing and analysing available information.

PROVIDING CLARITY AND DIRECTION



An effective crisis leader should give clear instructions on the next course of action, correct misconceptions or fake news, and assure employees and stakeholders. It is important to use the right tone of voice and platform for effective communication. Inability to provide clarity during a crisis can debilitate an organisation's reputation, ability to function, or both.

FOSTERING COHESION THROUGH SUPPORT



In times of crises, organisations that are not directly impacted can help create a sense of cohesion and community rebuilding by helping affected organisations or individuals. Organisations can support by providing goods and services to aid in recovery efforts.

Support should also be extended to employees and stakeholders who may be directly or indirectly affected by the crisis, e.g. by emphasising solidarity and dispelling mistrust against specific affected groups in the aftermath of a terror incident.

You may access more resources on crisis preparedness and leadership [here](#).

Click [here](#) to read more on how early reporting of radicalised behaviour facilitates speedy intervention by the authorities. By steering them away from the path of radicalisation promptly, these individuals may avoid the repercussions of being severely dealt with under the law.

Also, tell us what topics you would like to see for future SGSecure@Workplaces webinars this year. Share with us through a short 1-min survey!

JOIN SURVEY

✓ PREPARE YOUR WORKFORCE ✓ PROTECT YOUR WORKPLACE ✓ PARTNER YOUR COMMUNITY

-SGSecure@Workplaces Bulletin-

STAY ALERT, STAY UNITED AND STAY STRONG.
BE PART OF THE SGSECURE MOVEMENT.

This SGSecure Bulletin ("Bulletin") is available free-of-charge. This Bulletin may be printed or downloaded onto electronic, optical or similar storage media for private research, study, or in-house use only. Any person who seeks to copy or reproduce any material from this Bulletin must do so accurately and acknowledge the Ministry of Manpower of Singapore as the source of such material, without misquoting or misleading any form of information. To unsubscribe from the Bulletin, or to provide feedback, please click [here](#).