



**MAXIMUS**

# LEADING THINKING IN DISRUPTIVE TIMES

A LIVESTREAM EVENT RELATED TO COVID-19

# A MESSAGE TO EVERY AUSTRALIAN LEADER

**These are unusual times we are experiencing globally, and we at Maximus understand the disruption this is causing Australian leaders and their organisations**

As leaders, the behaviours we exhibit are disproportionately noticed and ripple throughout our organisations. Now is the time for behaving with intent and showing purpose in the way we lean in:

- ▶ **Have the curiosity to care.** A deep understanding and empathy is critical at this time, when your people might be caring for the vulnerable or have intense personal disruption. Proactively seek to uncover the problems this is causing them.
- ▶ **Connection and presence are as important as ever.** Presence does not necessitate physical presence, but this is absolutely not the time for absence. Communicate and check in with your people regularly. Encourage your people leaders to do the same.
- ▶ **Constantly seek and drive clarity within your team.** We are in a period of unprecedented change. Context will rapidly shift over the coming weeks and months, and it is important for you as a leader to recognise the relevant information your people need and provide it to them, quickly and regularly.
- ▶ **Keep the focus on activating performance and driving productivity.** Your traditional systems and processes will undoubtedly have been disrupted. Keep your mind on outcomes and seek novel ways of driving performance through your teams.

It is moments like this which define great leadership: the ultimate priority is to lead your leaders through this period and instil confidence in them to navigate these challenging times.

*Brent Duffy, Joint Managing Director*

**In this time, we have assembled a selection of open thought leadership to help leaders get started.**

**We also recognise that a lot of leaders will need help shifting mindsets to deal with the new normal. At Maximus we have created a selection of virtual experiences focussing on delivering the capabilities and mindsets we need in our leaders at this time**



# CONTEXT



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# WHAT ARE YOU FOCUSING ON RIGHT NOW?

- ▶ Immediately addressing business continuity
- ▶ Establishing the 'state of the nation' for my business
- ▶ Finding answers to the big questions for our future
- ▶ Insight into the customer's world and how to add value
- ▶ Dealing with the disruption and devastation to people
- ▶ Establishing a new virtual way of working
- ▶ Tech proficiency and inspiring to connect and work differently
- ▶ Resetting accountability, authority and cadence levels



# A CHECKLIST FOR THOSE WHO DON'T HAVE TIME

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- **ACKNOWLEDGED THE RAPIDLY EVOLVING UNCERTAINTY WITH YOUR PEOPLE?**
- **SET UP CRISIS AND CONTINGENCY RHYTHMS AND RITUALS TO SUPPORT YOUR BUSINESS AND TEAMS THROUGH THIS PERIOD?**
- **SET YOUR PEOPLE UP WELL TO WORK VIRTUALLY?**
- **QUALIFIED YOUR CURRENT BUSINESS POSITION?**
- **CONFIRMED ALL THE CERTAINTIES YOU CAN?**
- **GIVEN YOUR PEOPLE THE ASSURANCES YOU CAN AND PUT THEIR WELL-BEING FIRST?**
- **PROACTIVELY REACHED OUT TO YOUR CUSTOMERS AND PLACED THEM FIRMLY WITHIN YOUR PRIORITY AGENDA?**
- **PLANNED SOME DIFFERENT POSITIVE AND CONNECTIVE THINGS YOU CAN BUILD INTO YOUR NEXT FEW MONTHS TO INJECT ENERGY INTO YOUR TEAMS?**



# LEADING THROUGH COVID-19

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01. SEEKING AND CREATING A CONSTANT STATE OF CLARITY
02. HAVING THE CURIOSITY TO CARE
03. COMMITTING TO REAL CONNECTION AND PRESENCE –  
PEOPLE AND CUSTOMERS
04. ACTIVATING PERFORMANCE AND DRIVING PRODUCTIVITY



# 01. SEEKING AND CREATING A CONSTANT STATE OF CLARITY



SEEK CLARITY



OVERCOMMUNICATE



## 02. HAVING THE CURIOSITY TO CARE

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**CARING FOR YOURSELF**



**CARING FOR OTHERS**





## 03. COMMITTING TO REAL CONNECTION AND PRESENCE – PEOPLE AND CUSTOMERS

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**BUILD A CONNECTION**



**DEMONSTRATING PRESENCE**



## 04. ACTIVATING PERFORMANCE AND PRODUCTIVITY

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**DRIVE AGILITY, VIRTUALLY**



**DRIVE PRODUCTIVITY**



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# THANK YOU