

Middle Leaders in Times of Crisis

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www.schoolleaderstraining.co.uk

richard.hester@schoolleaderstraining.co.uk



Welcome and format

Richard Hester

Director, School Leaders Training Limited





“What separates leaders from managers at every level is their mastery of human, not technical, skills.”

Dr. John A. Quelch, Harvard Business School





Two types of middle leaders

VUCA

Volatility
Uncertainty
Complexity
Ambiguity

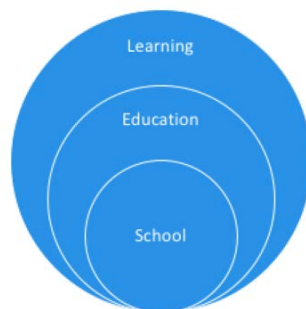


Dealing with uncertainty:

- Trust
- Purpose
- Optimism
- Resilience



Purpose





Two common middle leaders problems/
tensions:

- Vertical versus horizontal
- Collegiality versus line manager



1. Senior Leaders

Communication

Expectations

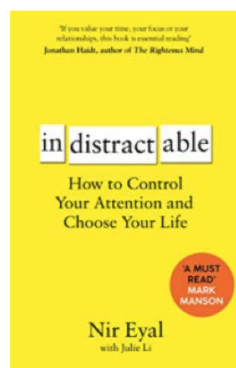
Simon Sinek – Middle Leaders



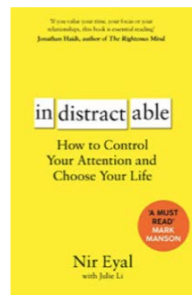
2. Line managing versus collegiality



Dealing with new ways of working



Podcast: Diary of a CEO Steven Bartlett (E43 Nir Eyal: How to become indistractable)



Technology

- Practise
- Set protocols for meetings





Communication

- Regular (as scheduled)
- Clarity



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Summary

Any questions?



Keep in touch:

E: info@schoolleaderstraining.co.uk

W: www.schoolleaderstraining.co.uk

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