



Canadian
Management
Centre®

Staying Resilient and Focused: Leadership Strategies for Uncertain Times



Personal resilience begins with mindset.

Consider: What are you doing to cultivate a mindset that embraces challenges as opportunities?

Strategy 1: Communicate with Clarity & Confidence

- **Say something, even if you don't have all the answers:**
 - *"Here's what we know. Here's what we're figuring out."*
- **Balance honesty with hope:**
 - Be real about challenges and reinforce belief in your team's ability to adapt
- **Plan your message using the Results Matrix®:**
 - What do you want people to Know, Feel, Believe, and Do?
- **Encourage psychological safety:**
 - Break people into groups of three for more honest, open dialogue
 - Create space for expressing concerns while helping teams move toward optimism

Strategy 2: Make Responsive Decisions

- **Respond, don't react**
 - Pause to avoid knee-jerk decisions and gather fresh perspectives
- **Let go of perfectionism**
 - Focus on progress, not flawless plans
 - Involve your network to gain insight and reduce isolation
- **Try this tool: Reverse Brainstorming**
 - Ask: *"How could we make this worse?"* then flip the answers into solutions

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Strategy 3: Take Imperfect Action

- **Action is an antidote to anxiety**
 - Take small steps forward to build momentum
- **Reinforce a culture of learning and experimentation**
 - Allow space for risk-taking
- **Mindset Shift:**

“Rather than waste your time being stressed over making the right decision, make the decision right”

— Dr. Ellen Langer

Your Next Step

What is one thing you will do this week to strengthen your own or your team’s resilience?

- Communicate more openly
- Use the Results Matrix® to plan a message
- Try Reverse Brainstorming with my team
- Take one imperfect step forward
- Strengthen my support network



**Curious about how to bring these
concepts to life in your organization?**

We’re here to help. Email Trudy at cmcinfo@cmcoutperform.com
for more information.

