



# MindTeam Solutions

*Proven Techniques You Can Use to Communicate,  
Cope, and Lead in Uncertain Times*

## LEADERSHIP

### Difficult Situations

- Take difficult decisions bravely. Stand by your decision and be firm when challenged. If you consider alternatives and have solid support for coming to your decision, you should not waver when you deliver your message.
- Be honest, but sensitive, in the way that you give bad news or criticism.
- Investigate, investigate, investigate. Separate the personal from what is good for the organization. Decide and act on what is good for the organization while being considerate of the person.
- Write your reasoning on paper (or electronically) in order to see if it “makes sense” to you. Secure others’ opinions who are not embroiled in the situation and pay attention to their suggestions for improving or refocusing your message.
- Take your strongest counsel from those who have experienced similar difficult leadership situations, for they know best what you are experiencing.
- Maintain respect – both for yourself and for those affected by your decisions.
- Take notes and keep good records. You may need to verify statements or conversations if later challenged.
- Be certain you cannot be accused of being influenced by your biases or preconceived notions.

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*“It is the province of knowledge to speak and it is the privilege of wisdom to listen.” Oliver Wendell  
Holmes, Jr. (1841—1935)*



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### MindTeam Solutions, Inc.

*Great things happen when groups get together!*

[www.MindTeamSolutions.com](http://www.MindTeamSolutions.com)

Tips from “Stuff for Busy People” pocket  
reference book series

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