

Learning from the Daily Improv in the New Normal

How to Build the Plane as You Fly It

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AND JUST LIKE THAT ALL OF MY PREACHER FRIENDS

BECAME TELEVANGELISTS

**When
you
must
build the
plane as
you fly
it...**

Be confident of who you are. You weren't trained for this; but drawing from your training will help you with this.

Stay out in front for your people. People need leaders to take the stage in a crisis.

Your non-anxious presence is more important than your performance.

Focus your lessons on the current need. Minimize heavy content. E.R. doctors do not lecture on preventive medicine.

As a general rule, speak encouragement, write perspective.

Brave the learning stages – unconscious incompetent, conscious incompetent, conscious competent, unconscious competent.

Practice self-care.



Jacinda Ardern

Prime Minister of New Zealand

Jacinda Ardern's coronavirus response has been a masterclass in crisis leadership. An example of Jacqueline and Milton Mayfield's research into effective leadership communication:

- **Direction-giving – Clear stay home measures**
- **Meaning-making – Carefully crafted explanations, extensive time for questions, thoughtful responses**
- **Empathy – Acknowledgement and compassionate identification with the difficulties others are experiencing**

See article:

<https://theconversation.com/three-reasons-why-jacinda-arderns-coronavirus-response-has-been-a-masterclass-in-crisis-leadership-135541>

Learning from the Daily Improv

Reflective Practice - The W.I.N. Short Debrief

After you finish an activity, ask...

1. What went WELL?
2. What could be IMPROVED?
3. What will I do differently NEXT
time? Or, what if?

Reflective Practice – Gibbs’ Full-Structured Developmental Debrief

- 1. Description: What happened? Describe the event itself. Who, What, When, Where, How, Why?**
- 2. Feelings: What were you thinking or feeling? Be specific. Name real feelings and your opinion as to why you felt that way. Use a “Feelings Wheel”.**
- 3. Evaluation: What was good and/or bad about the experience? What went well? What went poorly?**
- 4. Analysis: What sense can you make of the situation? As you reflect on the experience, can you explain what happened? Why did you and others behave the way you/they did?**
- 5. Conclusions: What else could you have done? Now that you look back, were there other actions you could have taken? How might this have changed the outcome?**
- 6. Action plan: If it arises again, what will you do? What have you learned from the experience?**

Consult: https://en.wikipedia.org/wiki/Reflective_practice

Feelings Wheel

