

Leadership & COVID-19

August 3, 2020



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE



**Ready to change the world;
not just change with it**



Accelerated Disruption in Higher Education

Students have changed.

Students and parents' priorities have shifted.

Faculty have changed.

The higher education ecosystem has changed.

Universities' financial model is under severe stress.

Change through People First

Leadership is the willingness to act, mobilize, and transform.



Your Personal Leadership Brand



What are the three principles that will guide you as a leader?



What are three things you will do to make your principles clear to those you are leading? How will others see your principles in action? How will you walk the talk?



What are your top three goals for this upcoming year?

Follower's Four Basic Needs



TRUST



STABILITY



HOPE



COMPASSION

Inspire through Trust



Connect to a deeper sense of purpose



Don't focus on sales or transactional processes



Deep sense of purpose is highly motivating



In a crisis- communicate with transparency

Stability: Be the Change

- Quick, small wins
- Support staff initiatives to move the change forward
- Actions that will fundamentally change the way the organization behaves
- Investments that will inform and empower people to find solutions
- In a crisis—act with urgency

Mobilize through Hope



Vision: Where are we going? Why? When? How?



Clear milestones



Hold yourself and others accountable to meeting the vision.



Repeat the vision frequently



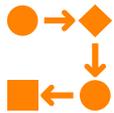
In a crisis—take responsibility, communicate the vision & focus on solving problems

Culture of Compassion

- Active, constant listening
- Transparent feedback loops
- Help people to focus on the future while valuing the past and present.
- Learning brings the best out in people

In a crisis—Engage in constant updating.
People need to hear from you.

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The text is centered and framed by decorative orange chevrons pointing outwards on both sides. The chevrons are arranged in a series of three on each side, creating a sense of movement and focus on the central text.

**Change is the hardest at the
beginning, messiest in the
middle, and best at the end.**

Robin S. Sharma

Student Success

Amber Williams
Vice Provost for
Student Success

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Resources

- hbr.org/2020/04/what-good-leadership-looks-like-during-this-pandemic
- Tom Rath and Barry Conchie, Authors of [***Strengths Based Leadership***](#)
- www.ted.com/talks/jim_hemerling_5_ways_to_lead_in_an_era_of_constant_change?language=en
- <https://www.insidehighered.com/blogs/higher-ed-gamma/why-higher-education-will-change>

Resources

- <https://marker.medium.com/the-pandemic-will-reshape-higher-education-c8d3a1a52be8>
- <https://www.higheredjobs.com/blog/postDisplay.cfm?blog=25&post=1843>