

# Extracting the Gifts & Lessons from a Crisis

This resource will help you to extract the gifts and lessons following a period of crisis or upheaval. It helps leaders and teams understand and accept what has happened, and to move forward together in a positive and productive way.

# Extracting *Gifts & Lessons*



From a period of crisis and change there are likely things you will want to retain in your culture, workforce or in the new way of working, and there will also be lessons you want to learn from and not repeat again.

Throughout many years of coaching leaders, this is the single-most powerful activity I have used in helping leaders and teams to move beyond crisis, upheaval and traumatic experiences.

## Get the *Timing* Right

You'll know when the right time is to go ahead with this exercise, and that's usually when teams are beginning to move into acceptance and thinking about operating in the 'new normal'.

It's possible that at the time of receiving this resource, you might still be in crisis. If that's the case, keep this tool in your back pocket for when you're ready to move forward.

## Set the *Scene*

For this exercise to be effective, it is important to establish with your team that this is a safe space for sharing and you are all there to support each other and learn together.

Transparency and honesty from everyone in the process is vital.

## *4 Steps* to Extracting Lessons and Gifts

The following activity guides you through four simple steps to turning a crisis into a catalyst for positive change.

## Step 1 – *Set the Timeline*

Draw a timeline on a flipchart or whiteboard. Determine with your team when the crisis began and set a timeline from then until the present.

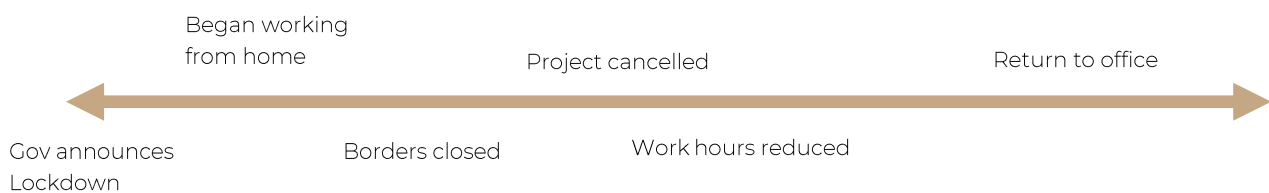


## Step 2 – Plot Major Events

Ask the team to plot on the timeline the major events that impacted them throughout the crisis or traumatic event. These might be events such as the closing of an office, the way bad news was communicated internally, a change in government policy. We have used COVID-19 as an example below.

It is important to remind your team that this is a safe space and all contributions are valid. Acknowledge that what may not have been difficult for one person, may have been very difficult for another.

Complete the timeline of events from start to finish.





## Step 3 – *Assign Gifts & Lessons*

For each event, ask two questions:

- **What might be the gifts in this experience?** What do we now know about ourselves, others, our capabilities, resilience and hidden strengths that we didn't know before?
- **What are the lessons we can learn and apply in the future?** What are the decisions that we wouldn't make again, if we had another chance? What didn't go well that we can learn from?

Record the team's responses for each question against the relevant event on the timeline.

## Step 4 – *Create an Action Plan*

Now that the team has identified the lessons and gifts, it is time to identify the actions that need to be taken to ensure the gifts are retained and lessons aren't repeated.

Use the following worksheet to record the actions that need to be taken against each lesson and gift and assign them to team members or other internal and external stakeholders for implementation.

Event	Gifts and Lessons	Action Items	Person Responsible
Event:	Gifts:		
	Lessons:		
Event:	Gifts:		
	Lessons:		
Event:	Gifts:		
	Lessons:		
Event:	Gifts:		
	Lessons:		



Congratulations on completing the Extracting Gifts and Lessons coaching tool.

Do you have another leadership, culture or team challenge you are facing? Reach out for a conversation.

I'm here to help you.

*Lead yourself well and everything else falls into place.*

- Angela Koning -

*Let's Connect!*



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