



# **Leadership**

**10 lessons from  
crisis leadership for  
high performance  
leadership**

**Bert Brugghemans**



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 @bertbrugghemans112



**1.**  
**Crisis is the  
new normal**



**V**olatile

**U**ncertain

**C**omplex

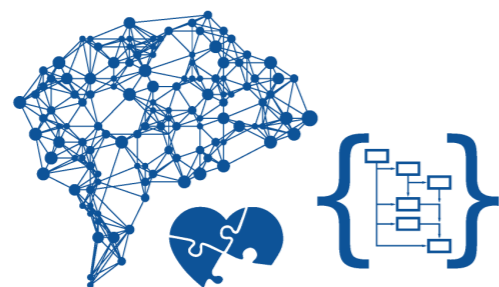
**A**mbiguous

"the new  
normal"

# Top 10 skills

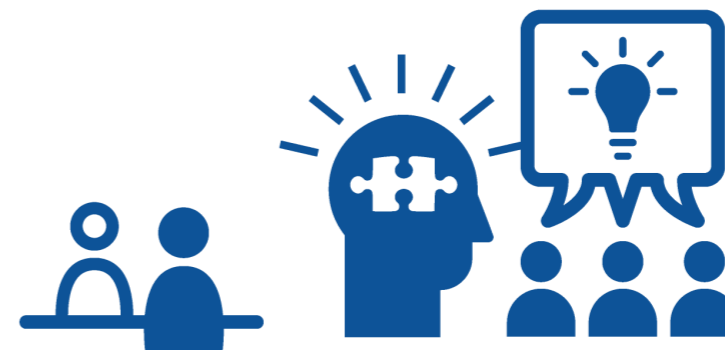
## in 2020

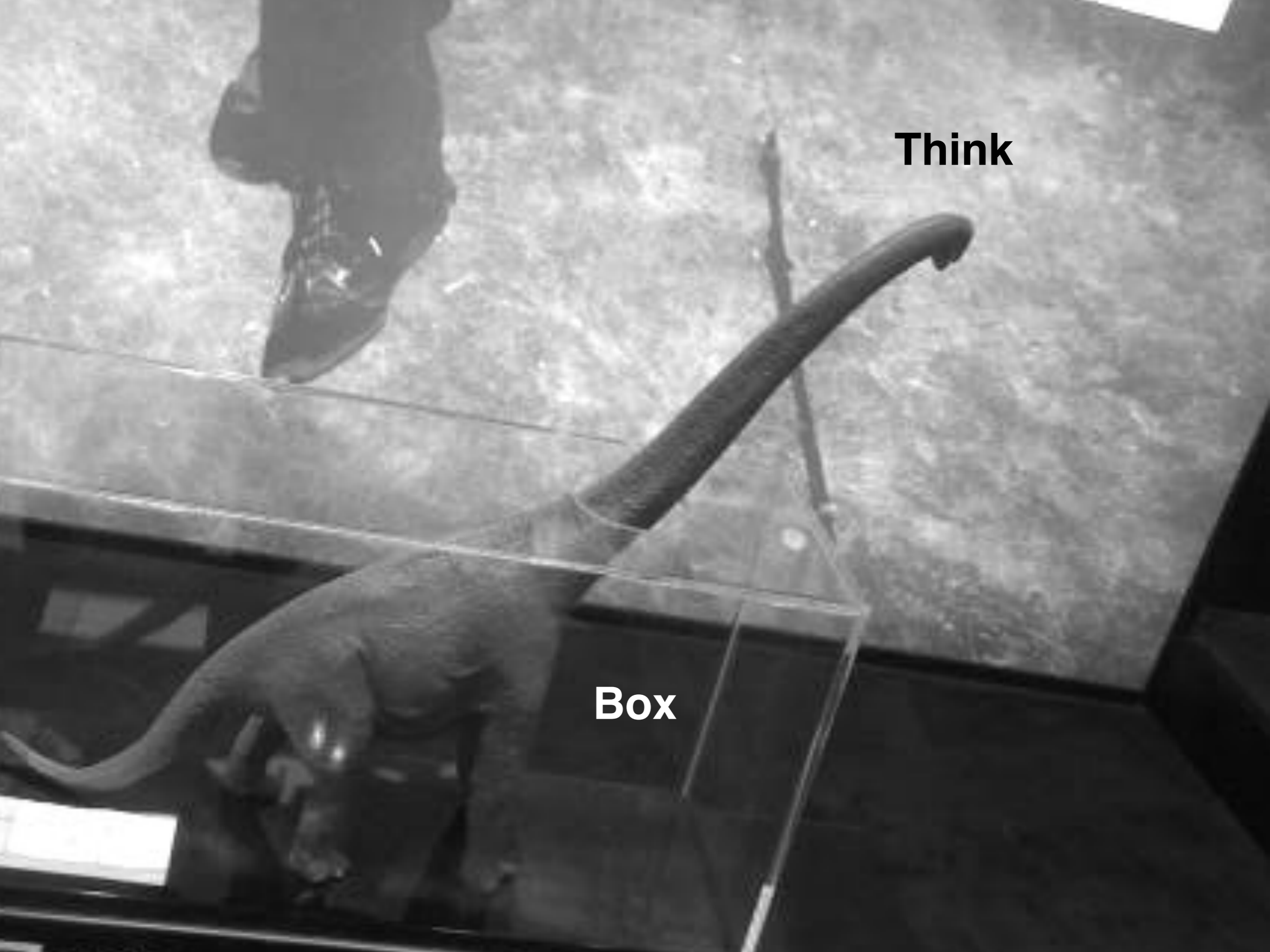
1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility



## in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity





**Think**

**Box**



**2.**

**A crisis leader  
is in control of  
the proces ...**





**3.**

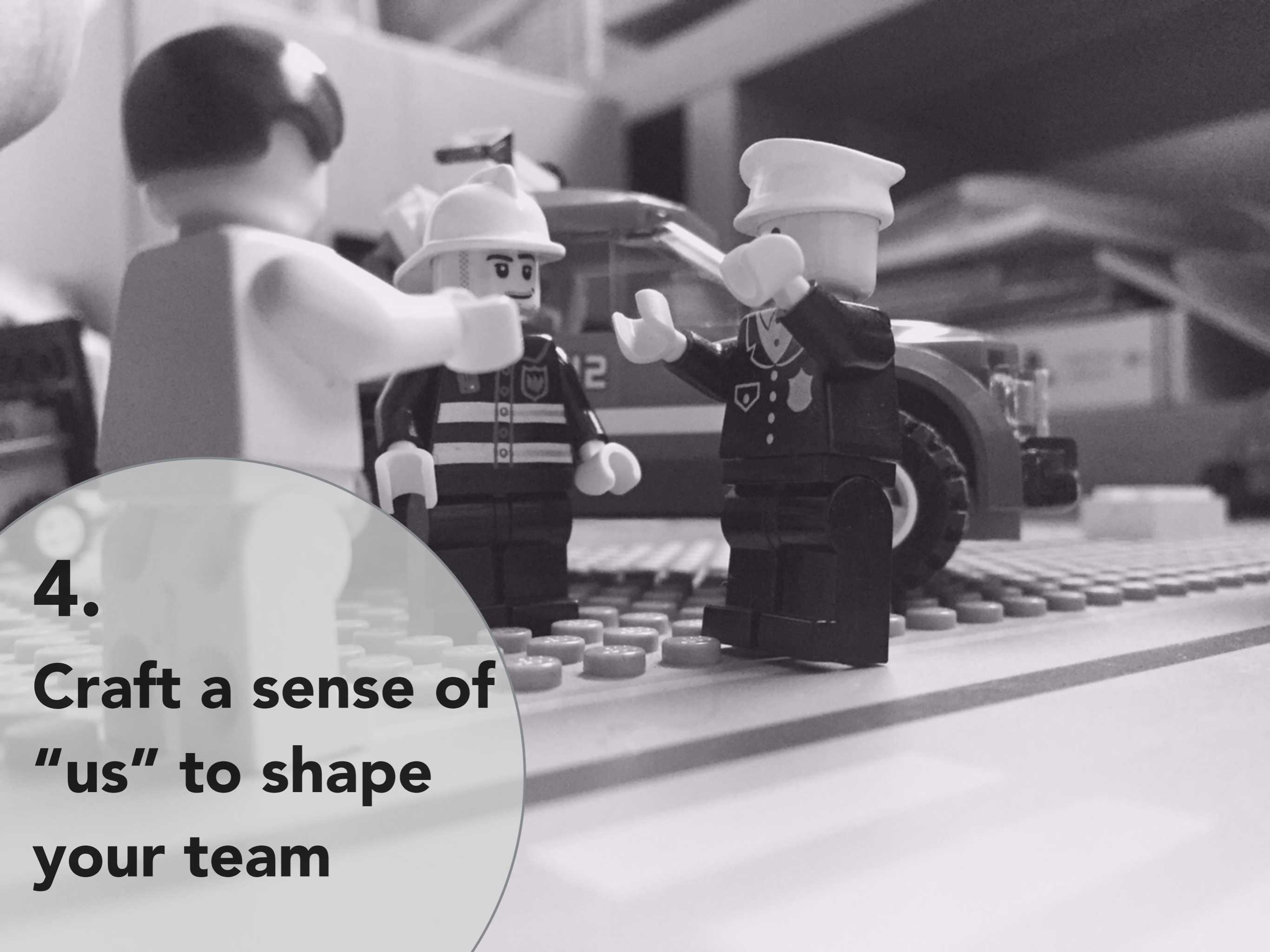
**... and is able  
to lead experts  
with full  
respect**



2



LEADERSHIP  
IS SHARED.  
**MORE LIKE  
A JAZZ BAND.**



**4.**

**Craft a sense of  
"us" to shape  
your team**



**FIRST IN...**



**...LAST OUT**



**5.**

**Keep it simple**





**6.**  
**And make**  
**Pareto your**  
**best friend**



20%

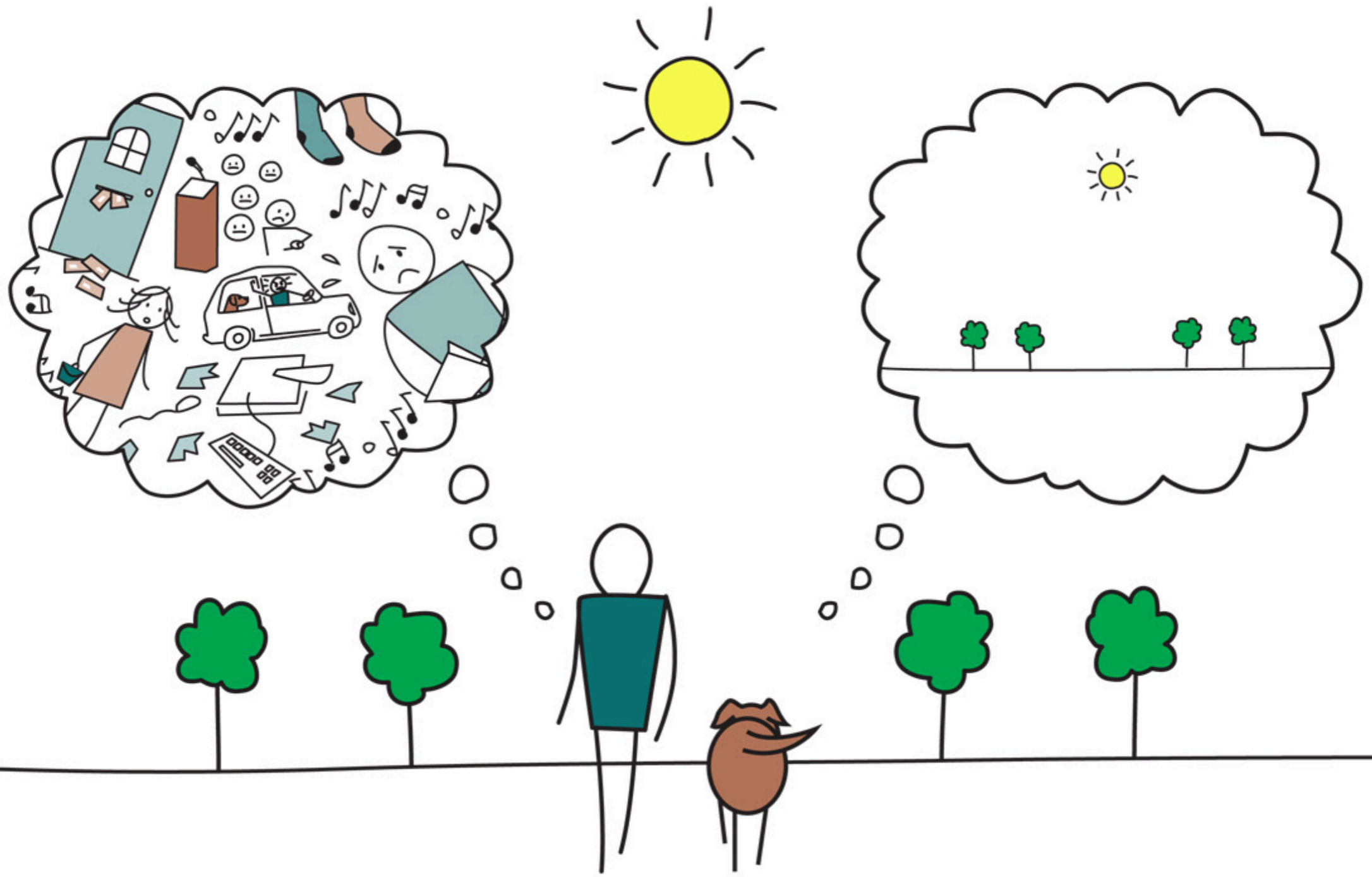


80%



**7.**

**Think about your  
personal (crisis)  
leadership**



Mind Full, or Mindful?

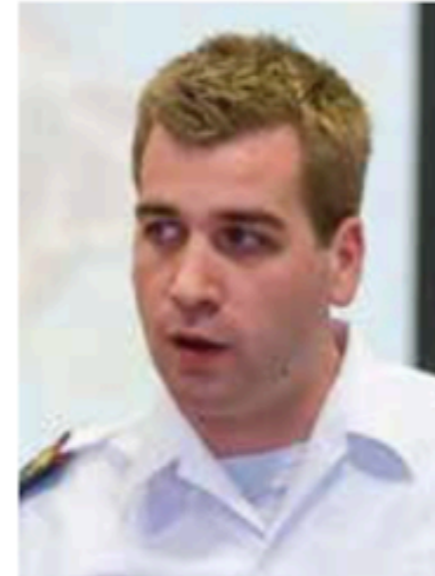


**8.**

**Keep information  
flow as low as  
possible and use  
intelligence**

**BERT BRUGGHEMANS**  
Directeur Operaties Brandweer Zone Antwerpen

**JASMIEN O**  
Verantwoordelijke sociale media en  
woordvoester Brandweer Zone Antwerpen



# WhatsApp saves the day:

Gebruik van gratis communicatietools  
door hulpdiensten, een schande of de redding?







“Het is vandaag not  
done om als topexecutive  
niets te weten over  
technologie”

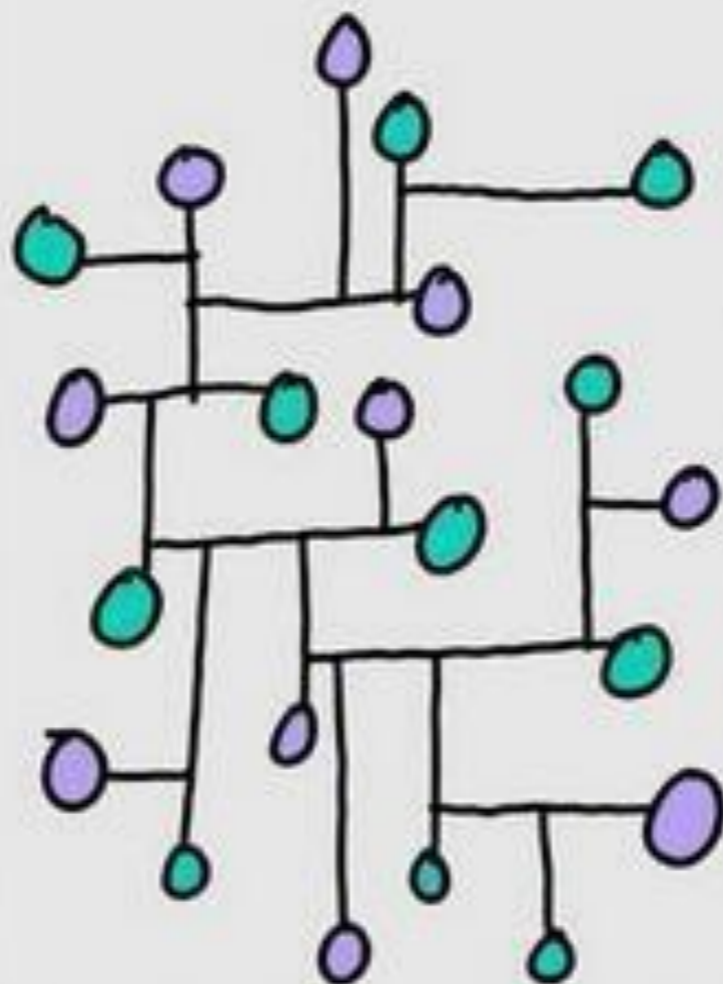




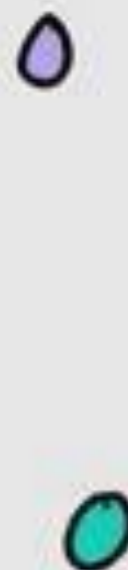
information:

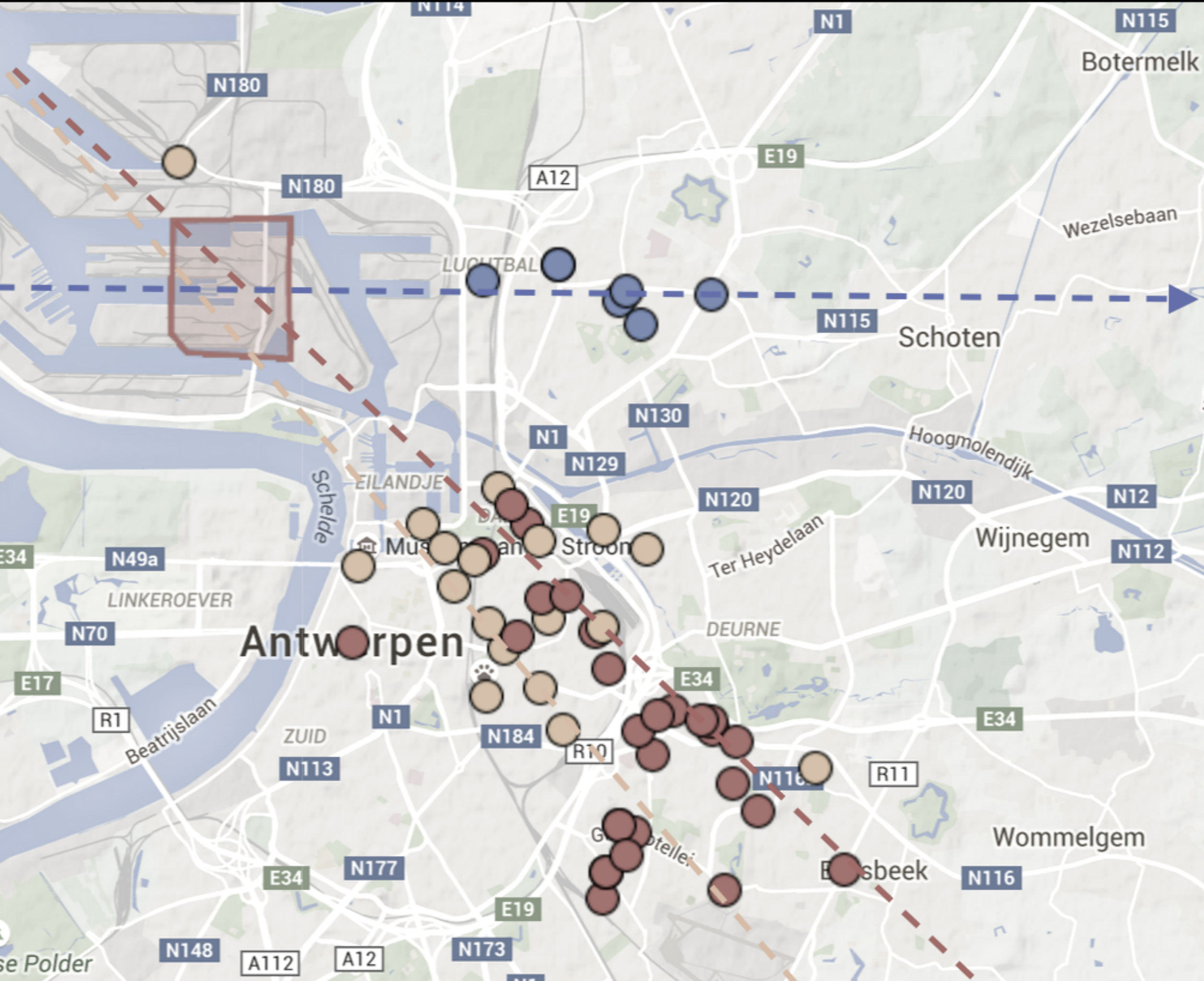


knowledge:



Wisdom:





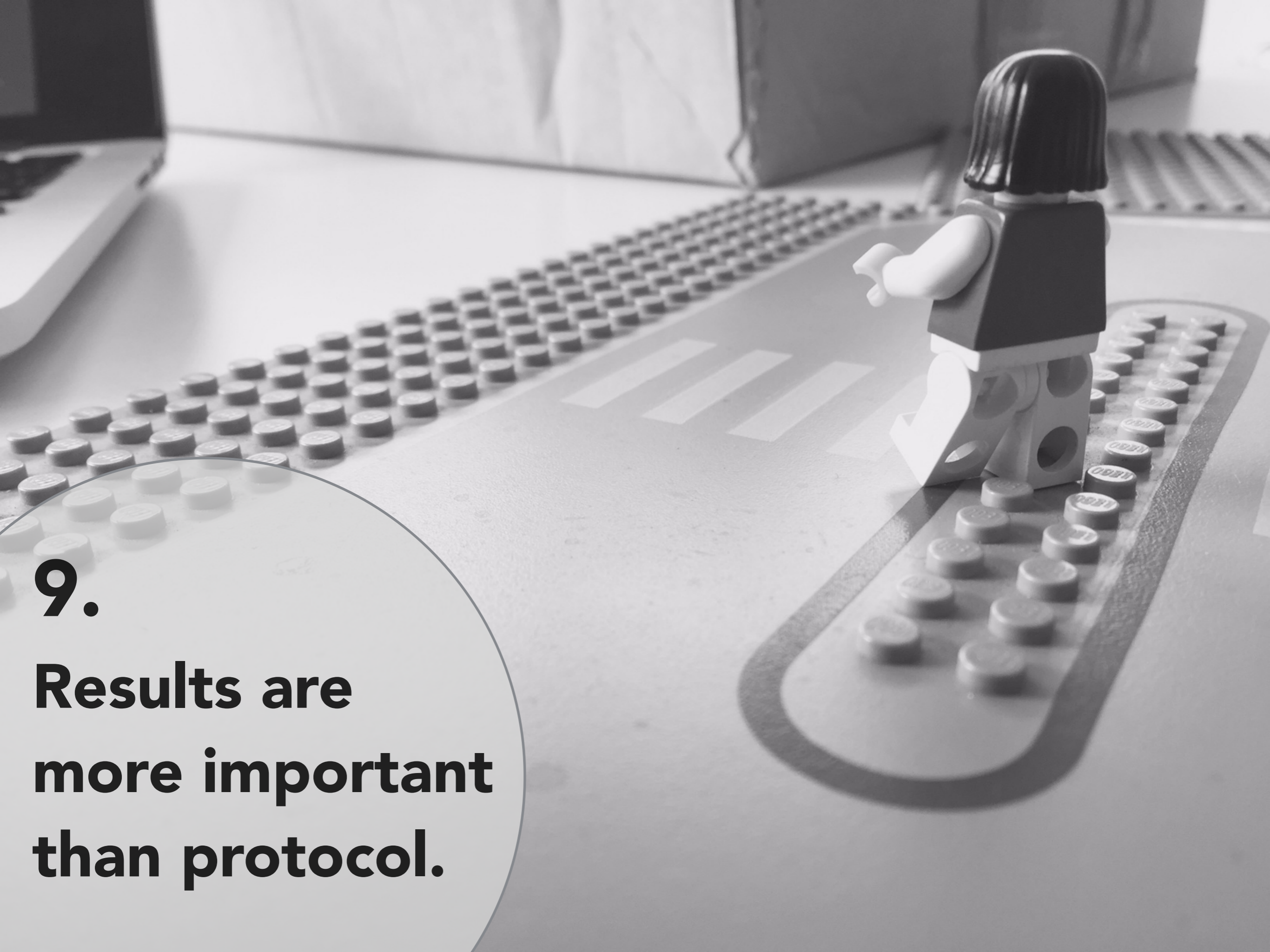
Beschrijv  
 In Antwe  
 met 30 ju  
 geurhind  
 meldinge  
 plot opg  
 meldinge  
 media

- Legende
- Me
  - Me
  - Me
  - V

# facebook

10 YEAR ROADMAP





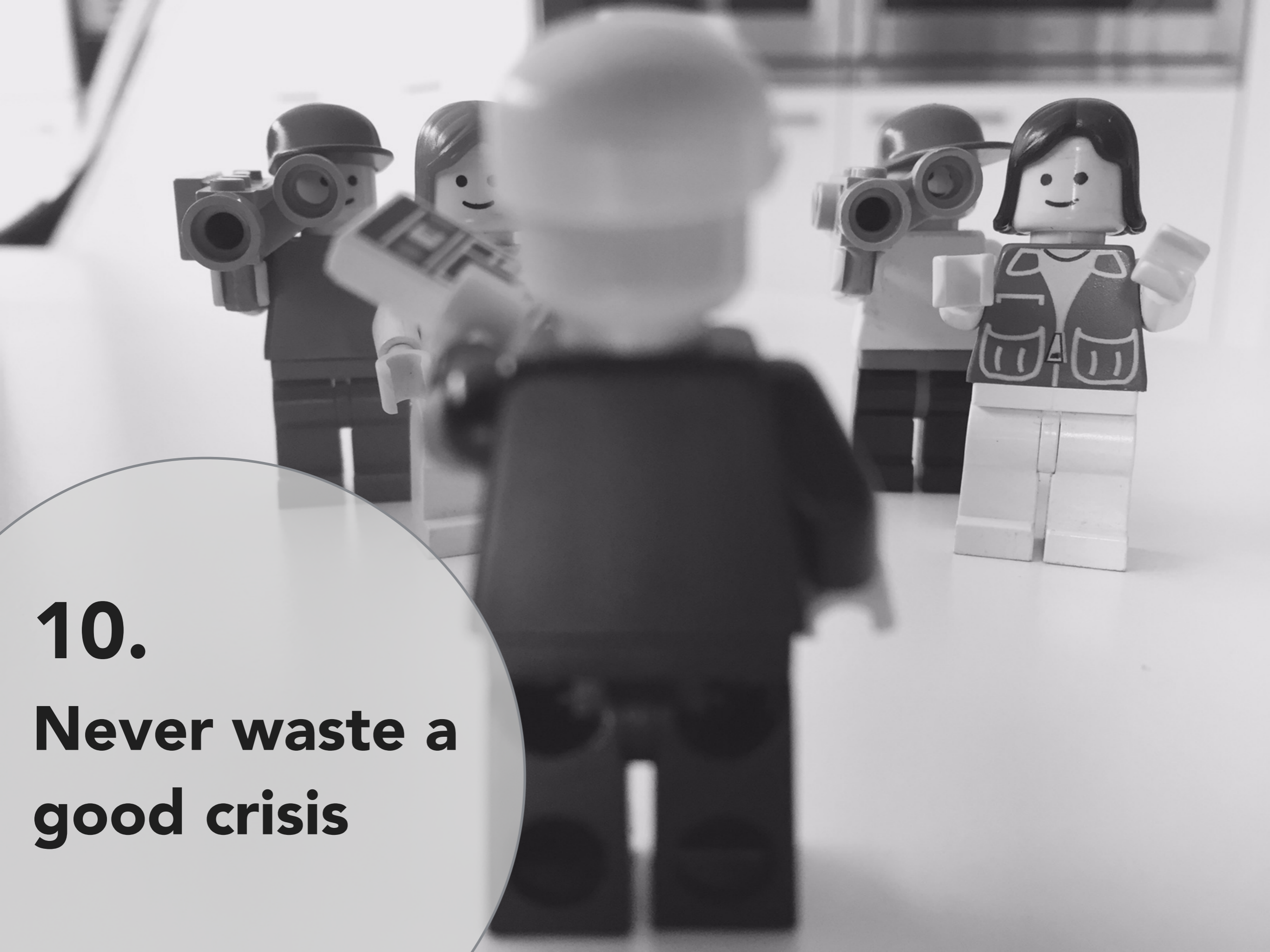
**9.**

**Results are  
more important  
than protocol.**



Agile





**10.**  
**Never waste a  
good crisis**



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