

# 5 WAYS GREAT MANAGERS TURN CRISIS INTO COACHING GOLD



*Stop solving problems.  
Start building problem-solvers*

**SHERIDAN  
TRAINING**



# 1.

## LEAD WITH STRATEGIC QUESTIONS

### Diagnose then Prescribe

- "What's the real problem we're solving?"
- "What data do we need to make the right decision?"
- "What are the consequences if we don't act in the next 24 hours?"





# 2.

## MAKE THEM BUILD THE SOLUTION

**Don't announce your decision.  
Guide them to it.**

- "Do we need to completely overhaul our approach or just adjust ?"
- "Should we reallocate resources or bring in additional support?"
- "What's the fastest path to getting us back on track?"



**SHERIDAN  
TRAINING**

# 3.

## AVOID BLAME GAMES AND DRAMA

**Redirect immediately to keep  
the focus on solutions.**

- "Let's focus on what we can control right now."
- "The situation is what it is – what's our next move?"
- "We'll debrief later, but right now we need solutions."





# 4.

## SET THE TONE

### Stay Calm, Lead Forward

- Your energy sets the tone.
- When you coach through the chaos with confidence, they learn that every crisis is just another problem to solve.
- Model the leadership behavior you want to see from them in future crises



# 5.

**“NEVER LET A GOOD  
CRISIS GO TO WASTE.”**

—WINSTON CHURCHILL

**Churchill was right—every crisis is  
a growth opportunity.**

- After the dust settles gather your team for a lessons learned debrief.
- "What capabilities did we discover we didn't know we had?"
- "What assumptions got shattered that needed to go?"
- Add your lessons learned to the company playbook.



**SHERIDAN  
TRAINING**