



Managing, Leading, & Growing During Uncertain Times



AUGUSTA UNIVERSITY
JAMES M. HULL
COLLEGE OF BUSINESS

Dr. Melissa Furman, MS, DBA



Career Potential
Develop. Achieve. Succeed.

About Me



Personally:
How are you feeling
right now?

How are you doing?

I'm fine.

And then terrible. And then crying. And then laughing. And then screaming.

And then grateful. And then over it.

And then determined. And then terrified. And then anxious. And then happy. And then exhausted ...

all in the same minute.

Professionally:
In one or two words, how
would you describe
the state of your workplace
right now?

Current State



Leading, Managing, & Growing During Uncertain Times



TOP 5





Leading

1

Own it.

2

3

4

5



Leading

1

Own it.

2

Be flexible.

3

4

5



OUR TEAM
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Leading

1

Own it.

2

Be flexible.

3

Be transparent.

4

5



OUR TEAM
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Leading

1

Own it.

2

Be flexible.

3

Be transparent.

4

Be informed.

5



OUR TEAM
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Leading

1

Own it.

2

Be flexible.

3

Be transparent.

4

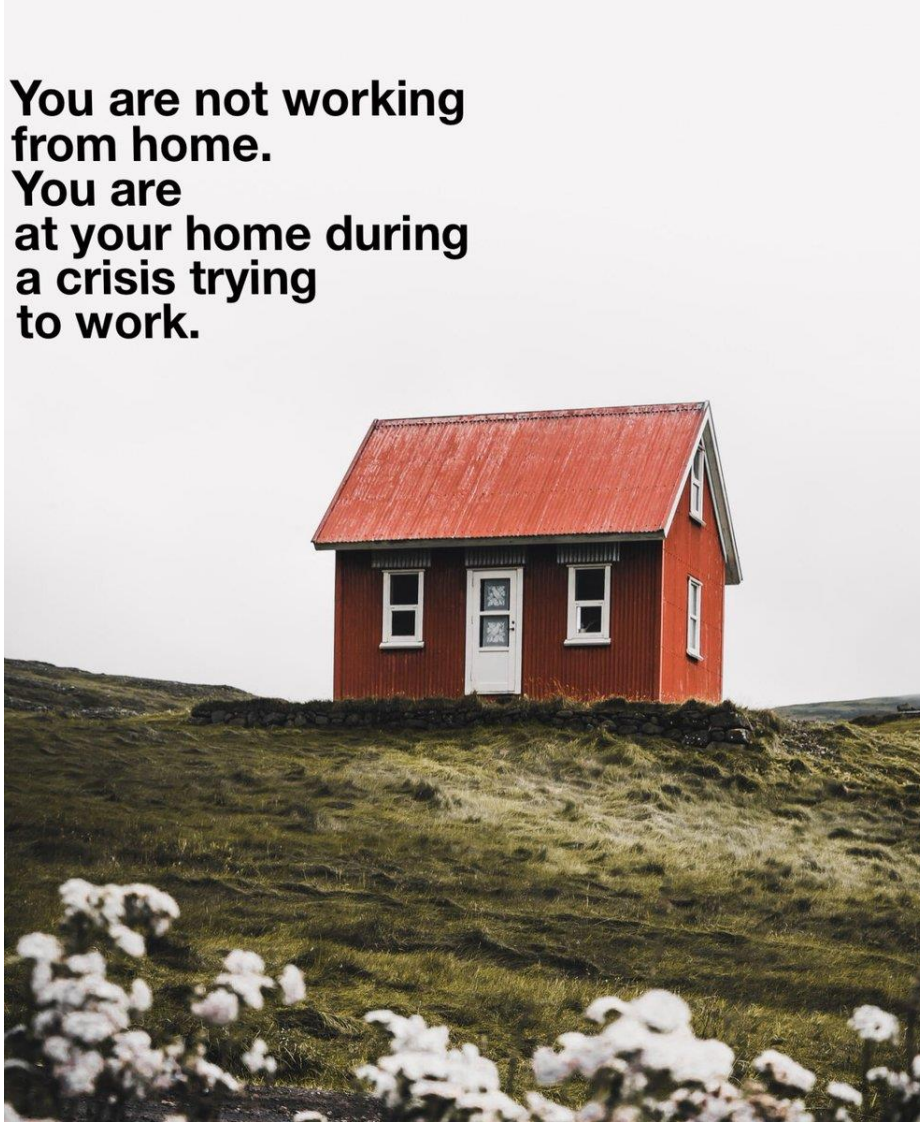
Be informed.

5

Demonstrate empathy.

Managing

**You are not working
from home.
You are
at your home during
a crisis trying
to work.**



Managing

1

Manage in all directions.

2

3

4

5



Managing

1

Manage in all directions.

2

Trust.

3

4

5



**Are you (or somebody you know) a
micromanager?**

.....

Constantly check on where workers are?

Yes or No

**Are you (or somebody you know) a
micromanager?**

.....

Ask to be copied on team e-mails?

Yes or No

**Are you (or somebody you know) a
micromanager?**

.....

Are reluctant to delegate?

Yes or No

**Are you (or somebody you know) a
micromanager?**

.....

**Breaks projects into small tasks that
make employees feel like their
contributions are insignificant?**

Yes or No

**Are you (or somebody you know) a
micromanager?**

.....

**Checks and double checks on deadlines
and asks for frequent updates, even
about small tasks?**

Yes or No

**Are you (or somebody you know) a
micromanager?**

.....

Rarely asks for input from others?

Yes or No

**Are you (or somebody you know) a
micromanager?**

.....

**Applies the same level of intensity and
scrutiny to every task, failing to
prioritize?**

Yes or No

**Are you (or somebody you know) a
micromanager?**

.....

**Is never fully satisfied with work
product?**

Yes or No

**Are you (or somebody you know) a
micromanager?**

.....

**Takes great pride in correcting or
changing people's work?**

Yes or No

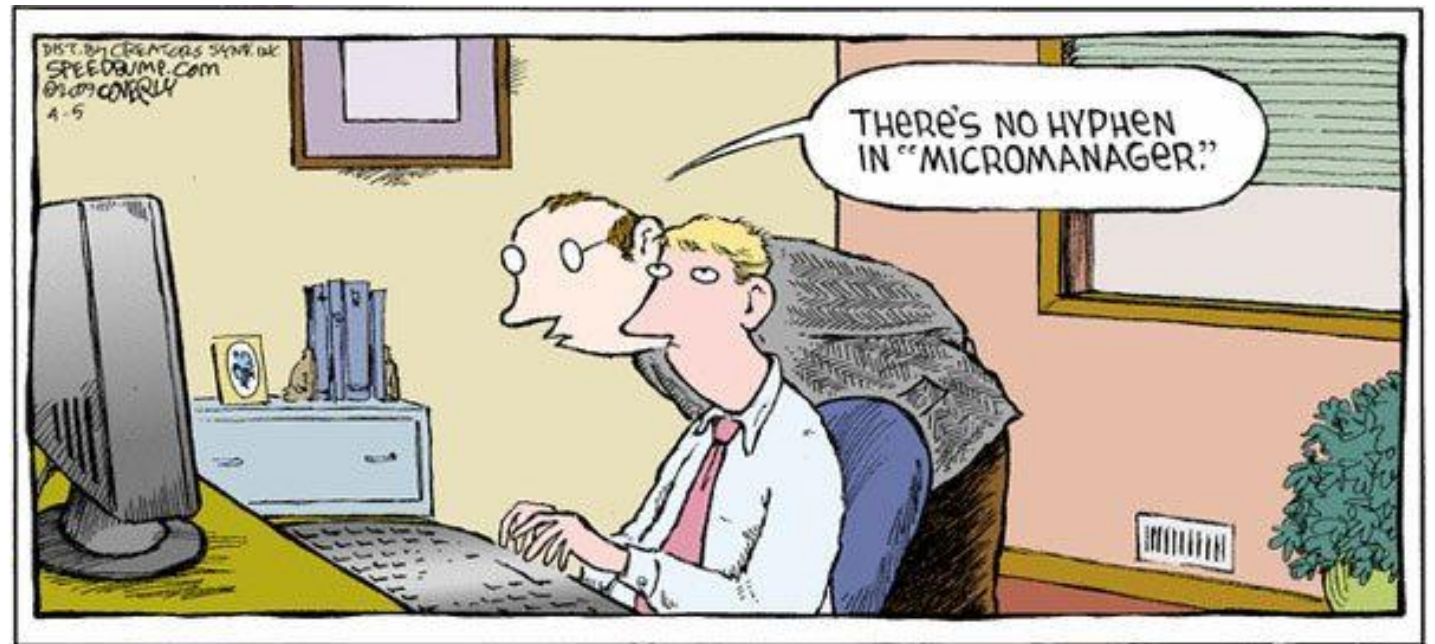
**Are you (or somebody you know) a
micromanager?**

.....

Is subject to extreme mood swings?

Yes or No

If you answered “yes”...



Let's take a poll...

Do you do any of the
micromanaging behaviors
just described?
(And be honest.)

Let's take a poll...

Have you ever worked for
somebody who engaged in
any of the micromanaging
behaviors described?

Managing

1

Manage in all directions.

2

Trust.

3

Communicate.

4

5



Managing

1

Manage in all directions.

2

Trust.

3

Communicate.

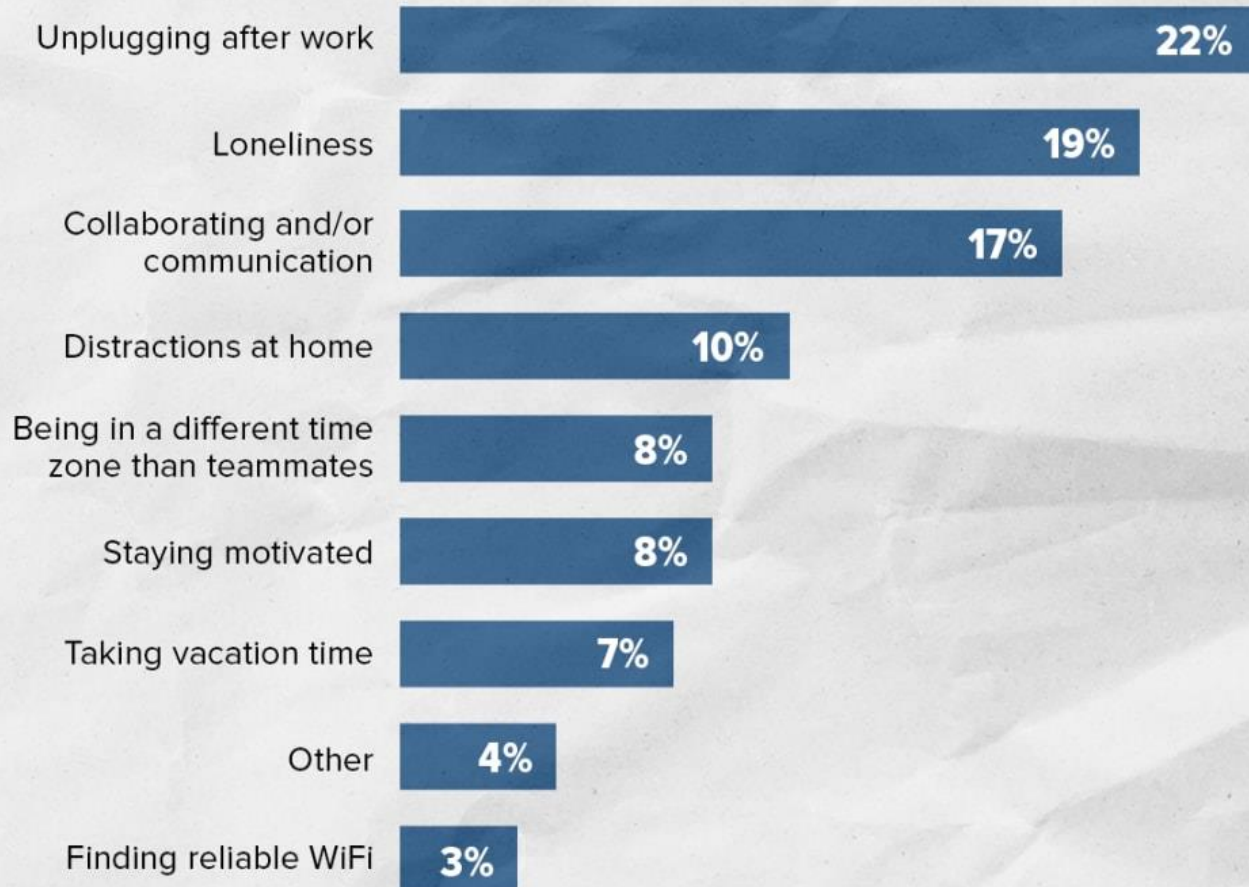
4

Support.

5



WHAT'S YOUR BIGGEST STRUGGLE WITH WORKING REMOTELY?



Source: 2019 *State of Remote Report* by buffer.com.

Managing

1

Manage in all directions.

2

Trust.

3

Communicate.

4

Support.

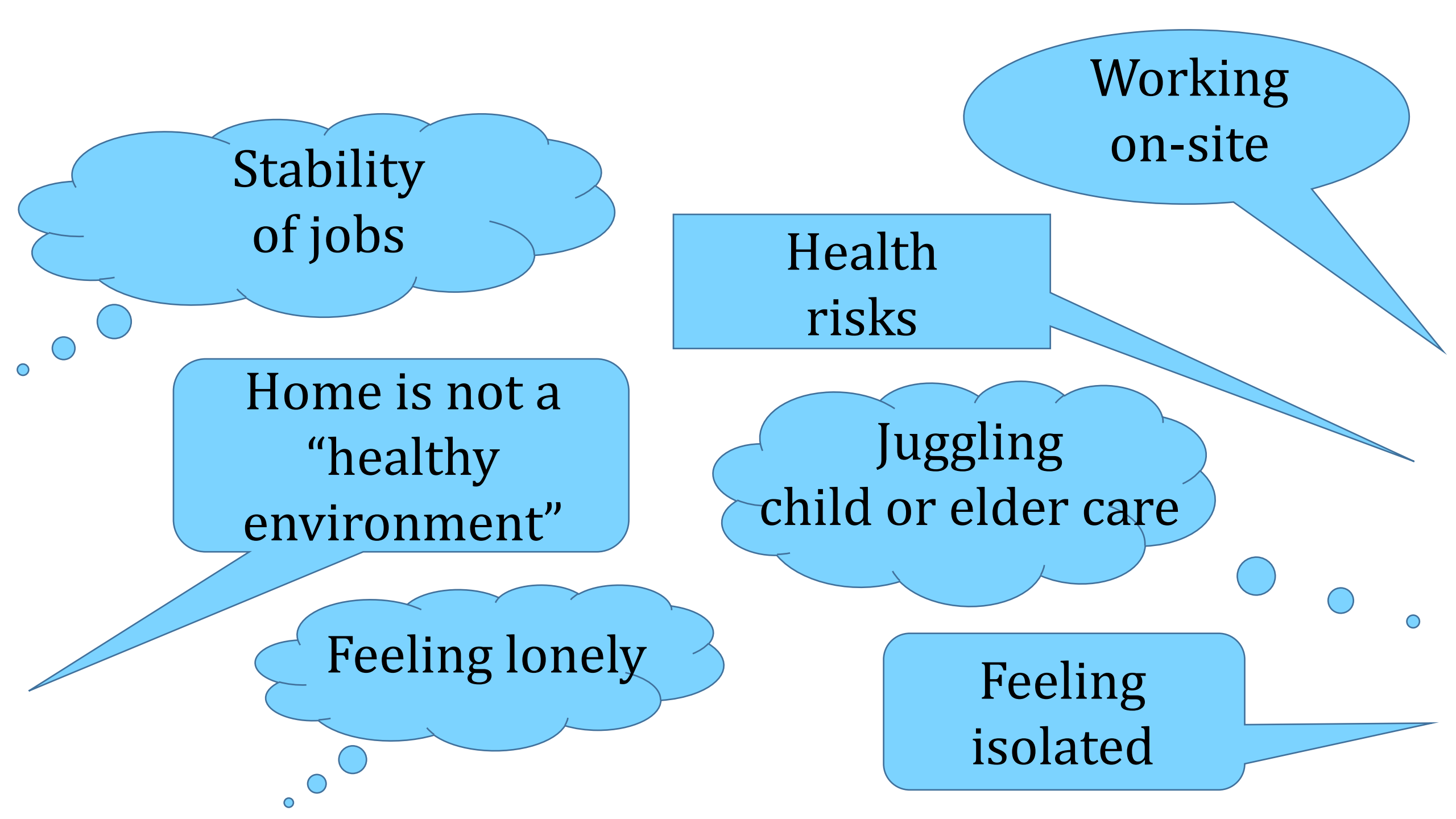
5

Empathize.



Why are
people
feeling
stressed?





Stability
of jobs

Working
on-site

Health
risks

Home is not a
“healthy
environment”

Juggling
child or elder care

Feeling lonely

Feeling
isolated



Growing: Self-Care

1

Assess.

2

3

4

5

WORKPLACE MENTAL HEALTH SUPPORT IS CRITICAL

70% OF AMERICANS SAY THE **CORONAVIRUS OUTBREAK** IS A **SOURCE OF STRESS** IN THEIR LIVES.

AN ESTIMATED **40 MILLION AMERICANS** ARE COPING WITH SOME FORM OF **ANXIETY**.

GLOBALLY, DEPRESSION AND ANXIETY DISORDERS COST COMPANIES **\$1 TRILLION ANNUALLY** IN **LOST PRODUCTIVITY**

94% OF **U.S. EMPLOYEES** REPORT HAVING **WORK-RELATED STRESS**.

Sources: *Washington Post*-ABC News; Businessolver; Wrike; Ginger.



- Frequent physical complaints
- Increased anger and irritability
- Persistent sadness
- Excessive worrying
- Poor sleep patterns
- Suicidal thoughts
- Increase in substance abuse, impulsivity, or reckless behavior





Growing: Self-Care

1

Assess.

2

Anchor.

3

4

5



Growing: Self-Care

1

Assess.

2

Anchor.

3

Engage.

4

5



Growing: Self-Care

1

Assess.

2

Anchor.

3

Engage.

4

Ask.

5



Growing: Self-Care

1

Assess.

2

Anchor.

3

Engage.

4

Ask.

5

Take care.



Questions

Melissa Furman, MS, DBA

Founder/Consultant/Professor

(706) 533-8979

mfurman@careerpotentialconsulting.com

www.unlockcareerpotential.com

LinkedIn: www.linkedin.com/in/melissajfurman