



Navigate through the COVID-19 storm...

PART 2 - Leadership, Mental Health & being COVID-19 responsible....



Zooming in on creative ideas....

Sharing BLP Approved Business Advisor Success Stories! Thinking outside of the “pandemic box”



Intro

My story – see my bio link in resource slide

OUTLINE

- The Outlook
 - ✓ Check in – Welcome Poll Results – what ideas did you implement as operator in the Pacific to help weather the COVID-19 storm in your SME?
- What we need to remember – **global observations**
- **Leadership during times of crisis**
 - ✓ Check in – ChatBox survey – who is your COVID-19 leadership idol. Why?
- **Part 1 BLP Approved Business Advisor Success Stories**
- **Mental Health Strategy/Plan**
- **Part 2 BLP Approved Business Advisor Success Stories**
- **COVID-19 responsible operator**
 - ✓ Check in – Results – COVID-19 leader....
- Q&A & Thank you
- Summary
- Helpful links





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The ultimate measure of a man is not where he stands in the moments of comfort, but where he stands at times of challenge and controversy.

-Martin Luther King, Jr., Civil rights leader and minister

The Outlook

- **COVID-19 IS HERE TO STAY!**
- Balancing it all – COVID-19 is a **Health** Crisis. It is an **Economic** Crisis. It is a **Social** (mental/wellbeing) Crisis. It is a **Human** (Rights?!) Crisis.
- *Doing business, strategizing, planning and operating in the old way, using only traditional methodologies and models (although proven successful in the PRE-COVID world) may now become obsolete in the POST-COVID world. We have to adapt and think outside of the “pandemic box” as to reframe the future now.*
- **BUILDING BACK BETTER** - This is a “new normal, unprecedented times” **#weareallinthistogether #travellater**
- **Where do we find hope and inspiration?**
- **Understanding the interdependence of the mental health & wellbeing of the business owner, leader and entrepreneur with the success of the SME is essential.**

Check in – welcome poll feedback results

What ideas did you implement as operator in the Pacific to help weather the COVID-19 storm in your SME?



The crisis you have to worry about most is the one you don't see coming.

-Mike Mansfield, Former Senate Majority Leader from 1961-1977 and diplomat

What we need to remember – global observations

- **Economy:**

1. The Asian Development Bank predicts a 15% contraction in GDP with the 2020 Pacific Economic Monitor.
 2. The WHO warns the pandemic likely to be “lengthy” – 115 destinations still have closed borders, but the responsible restart of tourism is underway – 40% of destinations have now eased travel restrictions... Restart underway but confidence low!
 3. UNWTO released latest data on impact of pandemic on tourism, at 31 May 2020 covid-19 led to US\$320 Billion in lost revenues (3 times as much as the 2009 Global Economic Crisis).
 4. This year nearly US\$5 Billion passengers might have taken to the skies, but the actual number is likely to be less than half. Traffic may not return to 2019 levels until 2024.
- **PLEAS for Travel Bubbles continues as situation become desperate for tourism operators (is this a forced diversification and return to agriculture ventures of old?)** Resurgence of the virus and risks of new lockdowns and curfews paints a bleak picture for Pacific...
 1. We will most likely not see borders open up for us in the Pacific for some time – low levels of preparedness (health systems and disaster resilience) by our nations remain the number one reason.

- **South Pacific Picture**

1. The high-risk ventures as nations become desperate.... But also creative ideas like selling off high end resorts, embracing digital nomads by offering 1-year visa's, turning high-end luxury resorts into time-share....





“

I learned that courage was not the absence of fear, but the triumph over it. The brave man is not he who does not feel afraid, but he who conquers that fear...

- Nelson Mandela

Leadership during times of crisis

Take care of yourself (mind, body & spirit) – it may feel very alone at the top during times of crisis!

- Re-affirm your SME's **TRUE NORTH** – What is most important and why is that valuable to protect now?
- Be true to your value proposition – Stand by your core values, culture and strategy. Know your worth and lead by example.
- Your leadership style is your superpower! **Think:** Resolve, Resilience, Return (**COVID-19 responsible operator**), Re-imagine and Reform!
 - *Positive accountability & truth*
 - *Foresight & facts*
 - *People first & trust*
 - *Adaptability & urgency*
 - *Vulnerability over invincibility*
- Communicate, Communicate, Communicate! – this builds trust through the transformation process (10x10x10 principle)
- Motivate staff to continue to just “rock-up” – the show must go on - even if it looks completely different.
- Listen as you strive to stay as close to the (new?!) “normal” as possible – Balance Panic and Paralysis – keep your workplace **mental health strategy** close by!
- Be bold and embrace risks – playing it safe does not always work in a crisis – leadership here requires innovation, “thinking outside of the box” making quick and efficient decisions and taking calculated risks.


Need help? Consider business coaching! Contact your BLP Advisor.

Part 1 BLP Approved Business Advisor Success Stories



We hear some success stories from my fellow BLP advisors!

1. Breadfruit Consulting – **HR & recruitment**
2. E-VM Global Consulting – **Business continuity**
3. Morris & Sojnocki Chartered Accountants – **Finance & loan facilitation**



**Check in –
Who is your “leadership idol”
during this crisis and why?**

Pop your answer in ChatBox for us to review



A leader is a dealer in hope.

—Napoleon Bonaparte, French military leader and statesman

The Basics of a Mental Health Strategy

Simply put, mental health and our fundamental human needs are no longer aspects of work that can be deprioritized.

- **Prepare a workplace COVID-19 specific shared vision for mental health & well-being plan**
- Typically a global pandemic sees an increase in issues like depression, anxiety, fear, uncertainty, stress, eating disorders, feelings of loneliness and despair, substance abuse, burnout and in some cases possible suicide – **can your SME and your employees deal with this?**
- **Strategic Priorities** must include the prevention & protection of employees' mental health & wellbeing; access to services/support/referral network; customization to your SME and employee needs, specific recovery resources and (Pacific!) culturally specific...
- **Building Blocks for strategy** must focus on: People, Trust, Transparency, Communication; Evidence (fact)-based and Adaptation.
- **Critical Success Steps**
 1. Get commitment from leaders/owners
 2. Identify specific needs for your SME – what resources are there in your Pacific country?
 3. Develop plan
 4. Communicate and engage with employees
 5. Monitor, Review & Adjust Plan as virus evolves....

Still need help? Contact your BLP Advisor.





It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change.

— Charles Darwin, Scientist

Part 2 BLP Approved Business Advisor Success Stories



We hear some success stories from my fellow BLP advisors!

1. Dive Munda COVID-19 Human Capital Consulting – **Business coaching**
2. Savvy Vanuatu – **Marketing**



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Conflict builds character. Crisis defines it.

— *Steven V. Thulon, Author*

COVID-19 responsible operator



- **Strict health, hygiene & global protocols are the right partners for the reopening of destinations, but must be embraced and endorsed by all stakeholders in country/region**
 1. **Safety, health & hygiene first**
 2. **Tourism re-imagined** - Beyond health crisis: Integrate social value through innovation & sustainability to secure positive impact on people and planet
 3. **Public and private partnerships** (supply chain management, shared “safety” messages, corporate governance)
 4. **Communication** – Messages based on ethics, transparency, trust! Adapt or die in digital transformation - “smart use” of social media....
 5. WTTTC Global Protocols for the new normal (industry specific) – **global safety stamp**

Still need help? Contact your BLP Advisor.

Check in – ChatBox – your leadership idol

Who is your “leadership idol” during this time of crisis and why?



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The secret of crisis management is not good vs. bad, it's preventing the bad from getting worse.

— Andy Gilman, president & CEO of Comm Core Consulting Group



Q & A
Thank you!

Summary

There is a new normal out there!



- **There is an integral link between the leader/entrepreneur's mental health and wellbeing and the success of the SME, critical during crisis times.**
- We have to adapt, be creative and think outside of the pandemic box! There is always hope and opportunity!
- ***By focusing on the essential 10 P's, being prepared with a strong leadership culture, having a mental health & wellbeing strategy in place and becoming a COVID-19 responsible operator will help us in the Pacific to align, cooperate and reframe the future.***

Still need help? Contact an approved BLP Business Advisor in your area to help you navigate through the COVID-19 storm





When written in Chinese, the word 'crisis' is composed of two characters. One represents danger and the other represents opportunity.

— John F. Kennedy, 35th U.S. president.

That which does not kill us makes us stronger.

— Friedrich Nietzsche, German philosopher, poet and scholar.

Helpful Links

- **Dive Munda Consulting**
<http://www.divemunda.com/divemundaconsulting>
<https://businesslinkpacific.com/organizations/345-dive-munda-covid-19-human-capital-consulting-services-solomon-islands>
- **BLP Webinars** https://about.businesslinkpacific.com/news_and_updates/webinars/
- **WTTC Global Safety Protocols safety stamp** - <https://wttc.org/COVID-19/SafeTravels-Stamp-and-Assets>
- **Workplace Health & Wellness** - A great resource to further help in creating an Action Plan specific to your SME is <https://www.headsup.org.au/healthy-workplaces/strategies-for-healthy-workplaces/action-plan/identify-priority-areas>
- **BLP Advisor Success Stories**
 1. <https://businesslinkpacific.com/organizations/289-morris-sojnocki-solomon-islands>
 2. <https://businesslinkpacific.com/organizations/15-breadfruit-consulting-vanuatu>
 3. <https://businesslinkpacific.com/organizations/5-savvy-vanuatu-vanuatu>
 4. <https://businesslinkpacific.com/organizations/308-e-vm-global-consulting-australia>