



# Leading First Responders

A Mini Guide to Building Stronger, More Resilient Teams.

## 1. Be a Helper, Not Just a Fixer

When facing high-stakes challenges, it's easy for leaders to default to fixing problems. However, true leadership focuses on helping people develop their skills and self-reliance.



### Ask yourself:

*"Are my people becoming more self-sufficient after working with me?"*

## 2. Balance Command and Care



In moments of crisis, command-and-control leadership is necessary. Outside of crises, a more collaborative situational approach builds deeper trust and engagement.

### Leadership Tip:

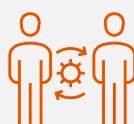
*Know when to switch from issuing orders to offering support, praise, and coaching.*

## 3. Prioritize Resilience—Yours and Theirs



Resilience isn't just about bouncing back; it's about maintaining well-being in the face of ongoing stress. Leaders must care for themselves—get enough rest, set healthy boundaries—while also creating a culture where it's safe to talk about mental health.

## 5. Build Bench Strength Through Development, Not Pressure



Pushing people under high stress without proper support doesn't forge resilience, it risks burnout. Focus on gradual growth, mentorship, and skill-building tailored to each person's needs.

## 7. Think About Your Leadership Legacy



Leadership isn't just about today's results; it's about leaving your people, your teams, and your organization better than you found them.

### Reflection:

*What will people say about your leadership long after you're gone?*



## 4. Avoid the Trap of Heroic Leadership

When leaders try to be heroes who make all the decisions, it can unintentionally disempower their teams. Over time, this leads to disengagement and burnout.

### Leadership Tip:

*Empower others by trusting them to make decisions and share responsibility.*

## 6. Cultivate Trust and Presence



Trust accelerates truth. Leaders with a strong command presence make people feel safe and supported—not by their title but by their calm demeanor, listening skills, and genuine care.

### Presence Tip:

*Be fully focused when interacting with your team; it builds deeper connection and credibility.*

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