

Australian Institute for  
Disaster Resilience



AIDR Recovery Matters webinar series

# Recovery leadership

📅 May 14, 2020

🕒 2pm AEST

📍 [aidr.org.au/events](https://aidr.org.au/events)

GUEST SPEAKERS

Jolie Wills and Elizabeth McNaughton – Hummingly



# First presenter: Jolie Wills

Jolie Wills is a cognitive psychologist and Co-founder and Director at Hummingly – an enterprise that supports individuals, communities and organisations to do stress and uncertainty well. Jolie led the psychosocial recovery programming following the Christchurch earthquakes for New Zealand Red Cross.

Jolie is a survivor of the Christchurch earthquake herself, living disaster recovery with her family first-hand. She and Elizabeth co-authored their book, *Leading in Disaster Recovery: A Companion Through the Chaos*.



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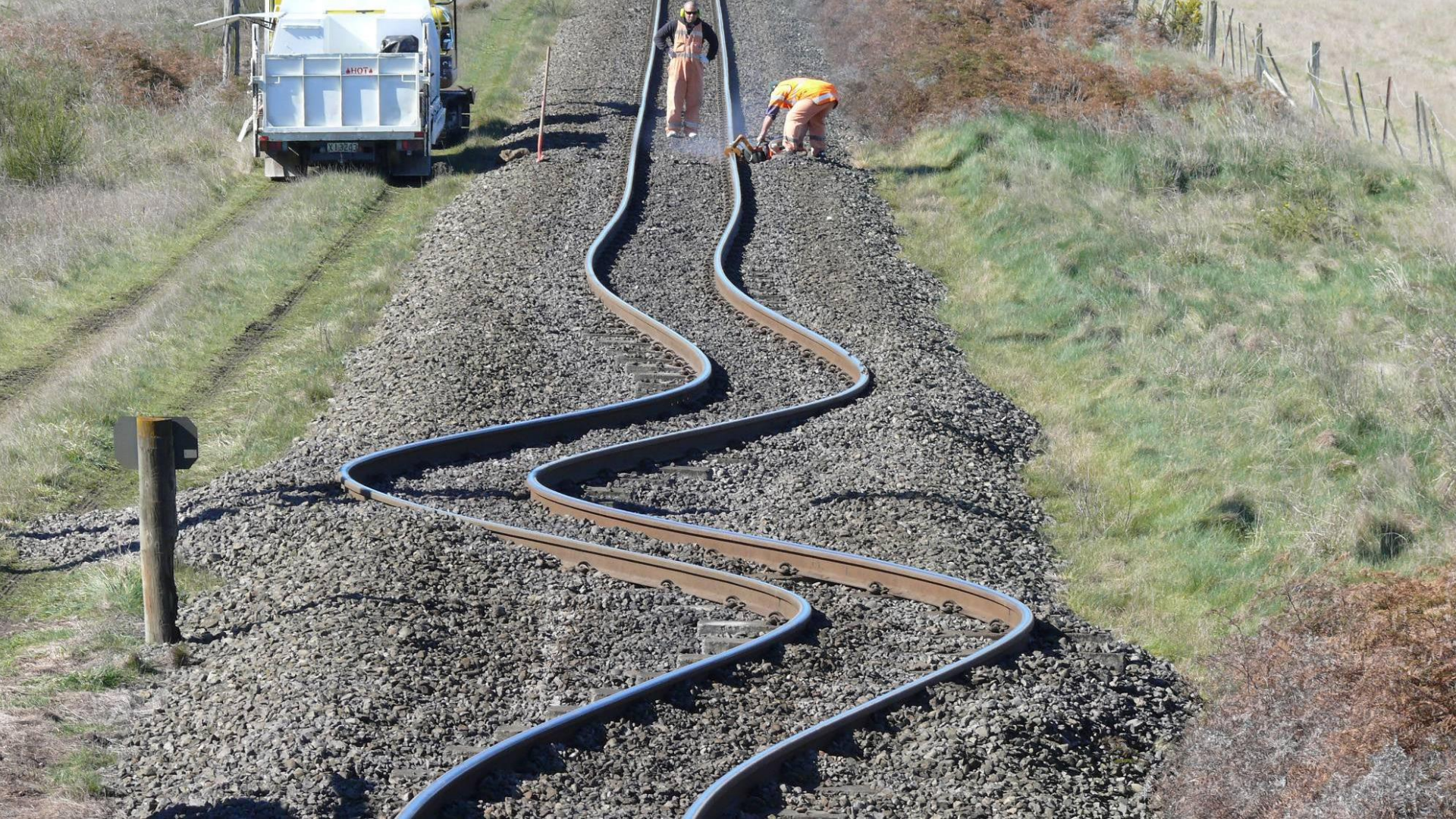
R3

- Recovery through **KNOWLEDGE**
- Recovery through **LEADERSHIP**
- Recovery through **PEOPLE**

**R<sup>3</sup>**

# Recovery through **KNOWLEDGE**

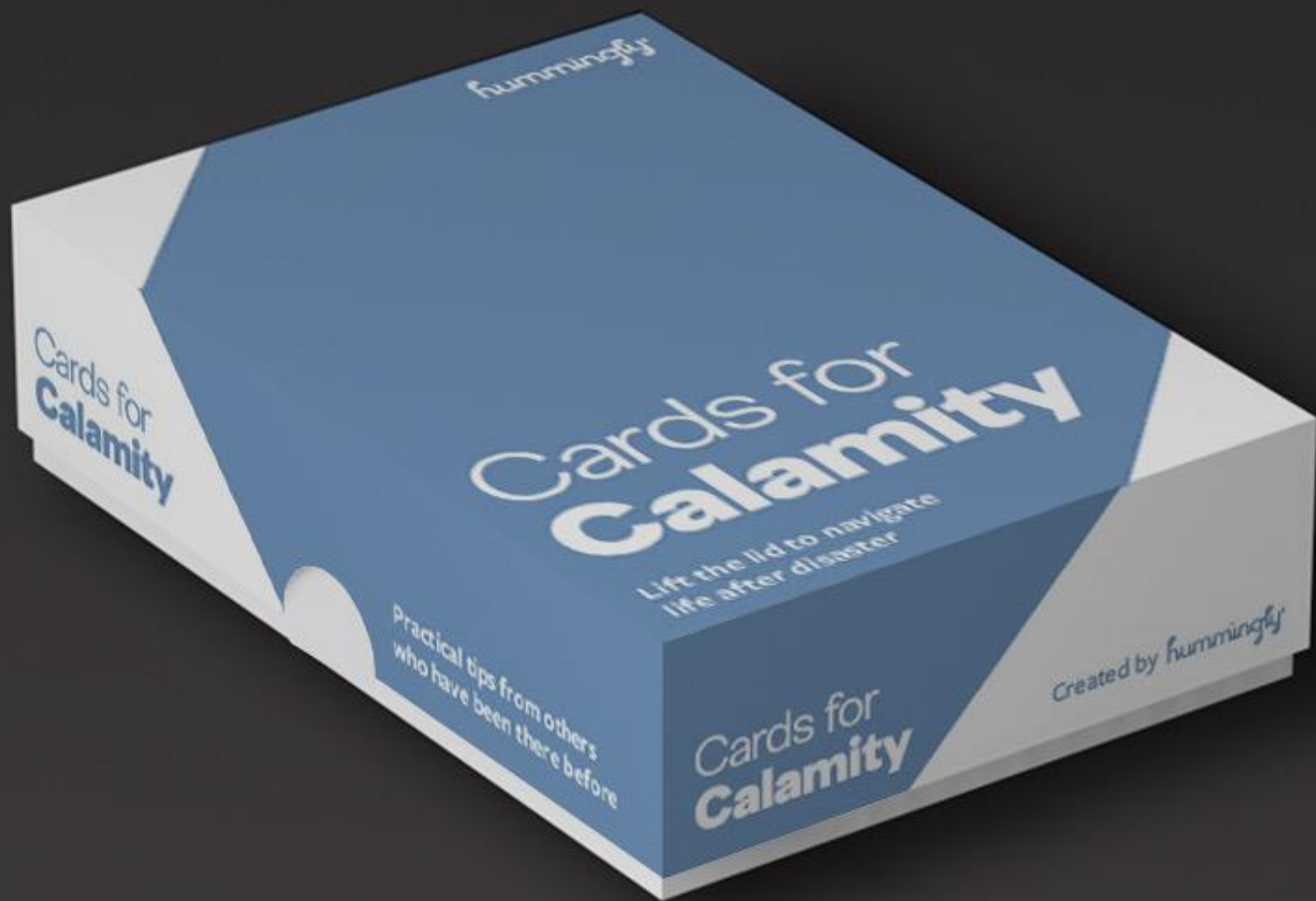












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Cards for  
**Calamity**

Cards for  
**Calamity**

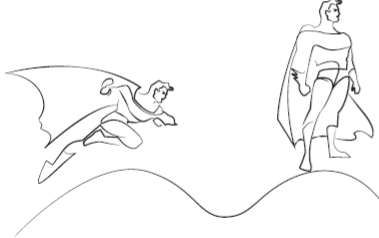
Lift the lid to navigate  
life after disaster

Practical tips from others  
who have been there before

Cards for  
**Calamity**

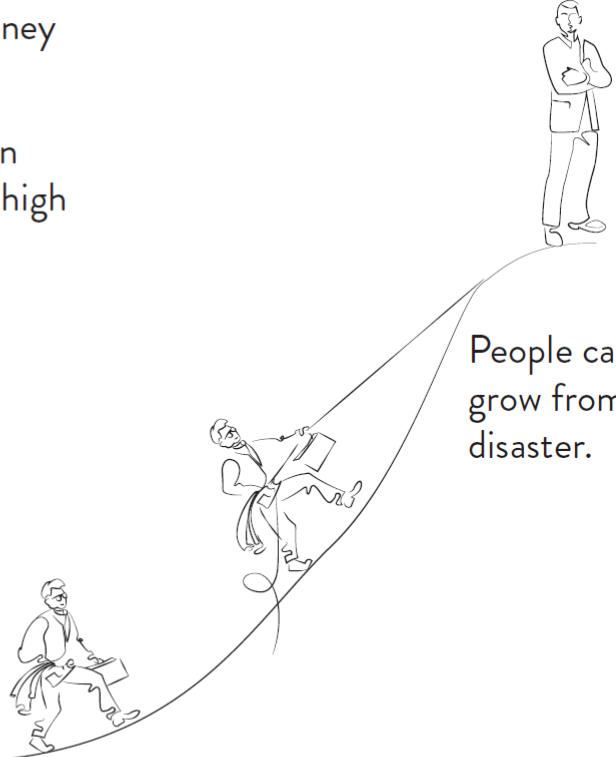
Created by hummingfly

# How some people describe their recovery journey



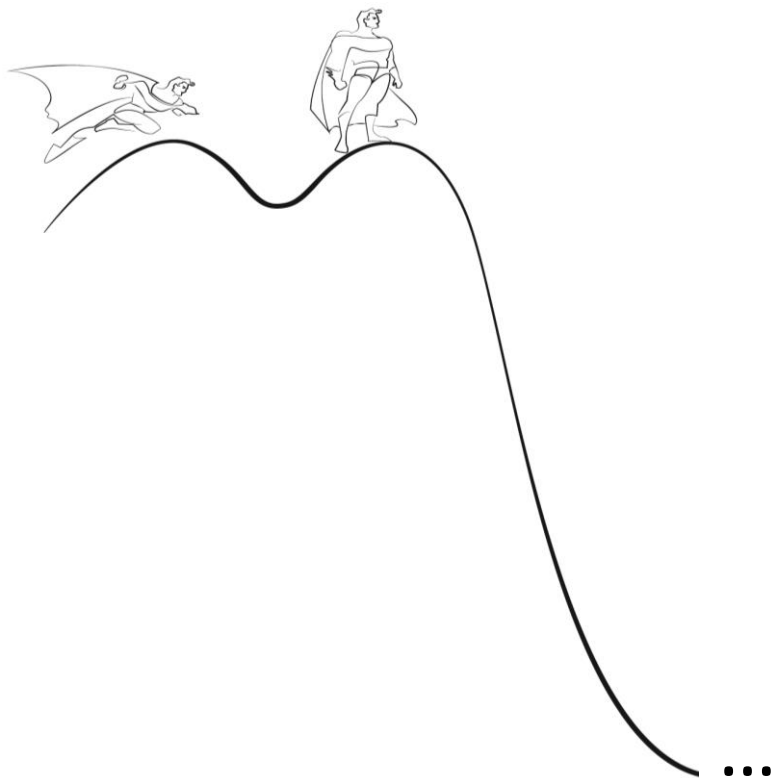
Adrenalin is flowing, lives are saved and neighbors pull together. There's a shared common experience.

This is the time when energy and vision is high and there's a united vibe.



Delays, frustration and bureaucracy make it hard to see your way forward. It's hard to see growth as a possibility, but it is.

People can grow from disaster.



# R1 - Knowledge

Deeply understand the recovery experience so you can plan for it



# Second presenter: Elizabeth McNaughton

Elizabeth McNaughton is Co-founder and Director at Hummingly. Previously she was the Executive Director of the Canterbury Earthquake Recovery Learning and Legacy Programme for New Zealand's Department of Prime Minister and Cabinet. Prior to this role, she held senior leadership positions at New Zealand Red Cross including National Recovery Manager for the Christchurch earthquakes.

Her international experience includes working for the International Federation of Red Cross and Red Crescent Societies based in South Asia.



# Recovery through **LEADERSHIP**

LEADING IN

# DISASTER RECOVERY

A COMPANION THROUGH THE CHAOS

ELIZABETH MCNAUGHTON JOLIE WILLS DAVID LALLEMANT



[www.preparecenter.org](http://www.preparecenter.org)

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# REFLECTION AND ACTION CHECKLIST

## HAVING A NOBLE PURPOSE

- Do I feel proud of what I am doing?
- Do I feel like I am laying bricks or building a cathedral?
- Who does my leadership benefit?

## BEING ETHICAL

- Am I taking the easy option (because I am tired or time pressured)?
- Who can help give me the courage to do the right thing?
- When personal success is at odds with doing what's right, what will I do?

## BEING INTENTIONAL

- How am I creating the culture I want?
- What is my plan to develop other leaders?
- What tools will you use to turn hope into a measurable reality?

## MAKING DECISIONS

- Have I actively listened to those who do not agree with me?
- Is this really an 'either-or' decision or can I find an 'and'?
- Do I have the support needed for the decision to be accepted and implemented?

## KEEPING PERSPECTIVE

- Do I have an informal 'board' of trusted wise heads – people with whom I can have safe conversations, admit challenges and whose feedback I will respect?
- Am I comfortable asking for advice? Do I view seeking other opinions as a sign of strength?
- Are all sectors and levels represented in my address book?

## LEADING WITH EMPATHY

- Am I losing my capacity for empathy? Is it time for a break to refresh?
- How do I ensure I hear the voice of the community? How represented are communities in my calendar compared to other stakeholders?
- Is my default to trust people (the community, colleagues, other organisations)?

## BEING INNOVATIVE

- Do I have explorers on my team? When did I last play a 'wild card'?
- Am I am hiding behind obstacles? Am I being creative with ways to say yes to good ideas?
- How do I ensure my team feels safe stepping into the unknown?

## SUPPORTING THE TEAM

- How are we allocating resourcing to support staff as part of all plans?
- Do members of my team feel safe and confident to ask for support when they need it?
- How am I ensuring the team feels trusted to make decisions?

## PRIORITISING SELF-CARE

- How much of myself do I see in the burnout checklist?
- Have I considered when and how to hand over the reins?
- Do I have a buddy who will tell me when stress is having an impact, even when I might not see it?



# Questions for recovery leadership:

1. Are all sectors and levels represented in my address book?

## Questions for recovery leadership:

2. How represented are communities in my calendar compared to other stakeholders?

## Questions for recovery leadership:

3. Where am I at?  
And where am I leading others to?

# R2 - Leadership

Be prepared to ask the right questions of  
the right people at the right time



# Recovery through **PEOPLE**



# Getting the balance right



**DAMAGE**

**GROWTH**

# Doing Well cards



## Supporting the Supporters

A practical guide for who have a role supporting the long term post - disaster recovery in communities

Full Report



Why support those in disaster recovery?

Read more



The reality of working in disasters

Read more



12 principles of support

Read more

[www.supportingthesupporters.org](http://www.supportingthesupporters.org)



# Recovery wellbeing

Protecting the mental health and wellbeing of our people is very important to us and we are looking for the best way to support you.

[www2.delwp.vic.gov.au/recoverywellbeing](http://www2.delwp.vic.gov.au/recoverywellbeing)



# R3 - People

Without resilient and well people  
nothing can be resilient

# R<sup>3</sup>

- Recovery through **KNOWLEDGE**

*Deeply understand the recovery experience  
so you can plan for it*

- Recovery through **LEADERSHIP**

*Be prepared to ask the right questions  
of the right people at the right time*

- Recovery through **PEOPLE**

*Without resilient and well people  
nothing can be resilient*



# Thank you

Jolie Wills

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Elizabeth McNaughton

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[www.hummingly.co](http://www.hummingly.co)

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# Q&A session

- Do you have a question for our speakers?
- Use the Q&A box to ask and vote for questions

# Further resources: [knowledge.aidr.org.au/recovery](https://knowledge.aidr.org.au/recovery)

- Recovery Matters webinar recordings
- Community Recovery Handbook
- Knowledge-into-Action briefs
- National Principles for Disaster Recovery
- Practitioner resources
- National Monitoring and Evaluation Database for Disaster Recovery

## Mental health support

Lifeline: 13 11 14

Beyond Blue: 1300 224 636

[www.beyondblue.org.au](http://www.beyondblue.org.au)



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