



Uncertainty and disruption
are why the world
needs **leaders.**

3 Keys for Leading Through Disruption

Andy Stanley, *Best-Selling Author and Leadership Communicator*

In the wake of the 2019 coronavirus pandemic felt around the globe, leadership communicator and pastor Andy Stanley shares a dirty little secret about leadership: “We don’t always know what to do. We don’t have all the answers. We’re making this up as we go along.” In times of uncertainty and disruption, people look to leaders for reassurance above all else. Andy says during these moments, it’s a leader’s job to pastor (or shepherd) those they lead to provide them with this reassurance. In his talk at [Leadercast 2020—Positive Disruption](#), he shares three essentials for leading through disruption.

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1. Your voice is more important than your words. In moments of disruption, “People need to hear your voice,” says Andy. People need encouragement, and it’s unlikely they’ll get that through emails and texts. “Call somebody even if you can’t call everybody,” he notes.

2. Your presence is more important than your presentation. Andy says leaders experiencing disruption should communicate even before they have the answers. Your instincts may be to not pull people together until you have solutions, strategies and a plan, but that’s a mistake. You can’t reassure people if you aren’t present.

3. Clarity is the next best thing to certainty. It’s human nature to crave certainty, but leaders can’t truly provide it. “Certainty is in the realm that we have no control over—namely, the future,” explains Andy. While we can’t provide certainty, we can provide clarity. “In times of disruption, clarity is enough... be clear even if you’re not certain.”