



PANDEMIC LEADERSHIP LESSONS

A year like no other, carries some pretty important leadership lessons.

1 EMPATHY

Learning to understand and share another human being's feelings is arguably the most important takeaway from the pandemic. When all of us have suffered some loss, it is vital to check in with the people around us. Ask, "how are you doing" and LISTEN. If you are a leader working with remote employees, it will be challenging to do so over a screen, but it will be worth it.

2 FLEXIBILITY

Another critical leadership skill put to the test during this pandemic is the ability to stay flexible. It means developing an adaptive mindset, learning to handle ambiguity, and allowing yourself to improvise and pivot. Some companies have had to digitize their processes. Others have had to transition to doing at-home deliveries of their products. Some traditionally face-to-face services like counselling have had to move to online consultations. Staying flexible has allowed all of these businesses to stay afloat and ride out the pandemic.

3 CREATIVITY

The push to think out of the box -- especially when it comes to social aspects has been a silver lining in this pandemic. After months of social distancing, we see the effects on everyone's mental health and seek creative ways to stay connected to maintain our well-being. We have seen virtual workouts, happy hours over Zoom, virtual games, virtual cookouts and many other creative ways to connect with our coworkers.

HOW TO GET PAID FASTER

"Until you value yourself, you won't value your time. Until you value your time, you will not do anything with it." ~ M. Scott Peck

For this InfoPays, we list tips for getting paid faster:

1. Keep track of your time.

Stay organized and document your hours accurately to ensure that your efforts are fairly compensated. In the end, time is money.

2. Bill early.

After wrapping up a project, try to send out your bills immediately. Avoid moving on to the next task without notifying your client or customer of payment due.

3. Use simple terminology.

NET 30/60/90 has been a relatively common invoice jargon; however, experience shows that this terminology may, in the end, be confusing your clients. Keep it simple by stating the number of days that your invoices become due and see those payments arrive faster.

4. Charge an upfront fee or request partial payment.

A retainer fee provides a guarantee and gives your cash flow a boost. During the planning stages, enthusiasm is the driving sentiment, and sponsors tend to be more flexible about payment terms – if you are asking for a partial payment, this is the perfect time to do it.

5. Set up payment reminders.

Establish a simple system to keep track of overdue accounts and release payment notifications. It is better to detect potential delinquency sooner rather than later.

6. Make the payment process as simple and easy as possible.

If you make bill paying complicated or nonintuitive, you are guaranteed to lose your client's attention. Try to provide your clients with convenient options for submitting payments, ideally electronic payment methods.

7. Ensure your bills are accurate.

Be sure that your bills reflect all the correct information, especially the current balance and the appropriate receiving party. Customers are more likely to avoid payment of bills that contain errors and discrepancies.

8. Be professional and courteous.

Being courteous is not just the right thing to do – it is a powerful tactic that can help you get paid faster. A simple "please pay your invoice within" or "thank you for your business" can increase your payment success over time.



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