

## **LEADERSHIP IN TIMES OF CRISIS: THE SHIFT FROM INDIVIDUAL LEADERS TO TEAM-BASED LEADERSHIP**

<https://doi.org/10.5281/zenodo.18514608>

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### **Abstract**

In the twenty-first century, organizations have faced an increasing frequency of crises ranging from pandemics and economic recessions to social upheavals and environmental disasters. These conditions have exposed the limitations of traditional, individual-centric leadership models and have accelerated the transition toward team-based, process-oriented forms of leadership. This paper explores the historical evolution of leadership theories, emphasizing how the modern era demands collaborative, adaptive, and distributed approaches to decision-making. Drawing on classical and contemporary leadership scholarship from the Great Man theory to Raelin's "leaderful practice" this study critically analyses the philosophical and practical shift from individual to collective leadership. Using New Zealand's response to the COVID-19 pandemic as a case study, the discussion highlights how shared accountability, trust, and participatory communication fostered national resilience. The analysis concludes that the future of leadership lies not in charismatic individuals but in self-directed, interdependent teams capable of navigating uncertainty with collective intelligence.

### **Keywords**

Leadership, crisis management, team-based leadership, collective leadership, leaderful practice, organizational resilience

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### **Аннотация**

В XXI веке организации сталкиваются со все более частыми кризисами, от пандемий и экономических рецессий до социальных потрясений и экологических катастроф. Эти условия выявили ограниченность традиционных моделей лидерства, ориентированных на индивидуальность, и ускорили переход к командным, процессно-ориентированным формам лидерства. В данной статье исследуется историческая эволюция теорий лидерства с акцентом на том, как современная эпоха требует совместных, адаптивных и распределенных подходов к принятию решений. Опираясь на классические и современные исследования в области лидерства, от теории «великого человека» до «практики лидерства» Рэлина, в данном исследовании проводится критический анализ философского и практического сдвига от индивидуального к коллективному лидерству. Используя в качестве примера реакцию Новой Зеландии на пандемию COVID-19, в дискуссии подчеркивается, как совместная ответственность, доверие и коммуникация на основе участия способствовали укреплению национальной устойчивости. Анализ приходит к выводу, что будущее лидерства заключается не в харизматичных личностях, а в самоуправляемых, взаимозависимых командах, способных справляться с неопределенностью с помощью коллективного интеллекта.

### Ключевые слова

лидерство, управление кризисными ситуациями, командное лидерство, коллективное лидерство, лидерская практика, устойчивость организации

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### Annotation

21-asrda tashkilotlar pandemiya va iqtisodiy tanazzuldan tortib, ijtimoiy qo'zg'olonlar va ekologik ofatlarga qadar tobora tez-tez uchraydigan inqirozlarga duch kelmoqdalar. Bu sharoitlar an'anaviy, individual markazlashgan yetakchilik modellarining cheklovlarini ochib berdi va jamoaga asoslangan, jarayonga yo'naltirilgan yetakchilik shakllariga o'tishni tezlashtirdi. Ushbu maqolada yetakchilik nazariyalarining tarixiy evolyutsiyasi o'rganiladi, zamonaviy davr qaror qabul qilishda hamkorlik, moslashuvchan va taqsimlangan yondashuvlarni qanday talab qilishini ta'kidlaydi. "Buyuk odam" nazariyasidan tortib Raelinning "yetakchilik amaliyoti" gacha bo'lgan klassik va zamonaviy yetakchilik ilmiy

tadqiqotlariga tayanib, ushbu tadqiqot individual yetakchilikdan jamoaviy yetakchilikka falsafiy va amaliy o'tishni tanqidiy o'rganadi. Yangi Zelandiyaning COVID-19 pandemiyasiga munosabatini misol sifatida qo'llagan holda, muhokamada umumiy mas'uliyat, ishonch va ishtirokchi muloqot milliy barqarorlikni mustahkamlashga qanday hissa qo'shgani ta'kidlanadi. Tahlil shuni ko'rsatadiki, yetakchilikning kelajagi xarizmatik shaxslarda emas, balki jamoaviy aql orqali noaniqlikni boshqarishga qodir bo'lgan o'zini o'zi boshqaradigan, o'zaro bog'liq jamoalarda.

### **Kalit so'zlar**

yetakchilik, inqirozlarni boshqarish, jamoaviy yetakchilik, jamoaviy yetakchilik, yetakchilik amaliyoti, tashkiliy barqarorlik

### **Introduction**

The world is undergoing massive, changes and challenges, whether it can be natural disasters, global heating, flooding, cyclones, or man-made disasters, like a pandemic, global economic crisis, war, civil disorder, and the main sufferer of them is human beings. These crises are impacting the way people live and the way they work. In other words, organizations are suffering from leaders or leadership roles that can get them out of crisis. Leadership is required in organization or society, whenever people encounter serious problems (Mumford , et al., 2007). The leadership has been main area of research for a century and still not all of knowledge is sufficient to conclude definition of leadership (Horner , 1997). Jackson and Parry described leadership as "leadership is like beauty - it is difficult to describe, but we certainly know it when we experience it" (Jackson & Parry , 2008 , p. 5). If so, how can we define leadership? Whether is it combination traits of certain person or is it connected to certain situation in which leader shows off abilities?

The purpose of the article to prove that leadership approaches are changed, to cope with uncertainties and stress in the workplace, we need team-based or "leaderful practices" (Raelin, 2005) environment. Team-based leadership is group of people who aimed particularly goal and highly self-motivated, self-managed and showing self-awareness towards to task. Several leadership theories given to serve team-based leadership, as those theories are basics of it. In doing so, some examples of leadership are given. We try look at team-based leadership through the lens of football teams and film examples. In addition, New Zealand pandemic experience is examined to identify team-based leadership and how it can help to reduce the stress in the workplace. Humankind is over obsessed with idea of "leadership",

people still think leaders only "...make things happen" (Wood & Case , 2006, p. 141) and they want to feel secured, tendency to rely on leaders who lead them to success. It is mainly because of human being's psychology; people wait when new leader comes and help them to handle problems. We, however, think due to the massive changes new type of leadership emerge. It can be explained as a team which consists of individuals who are leaders and leadership abilities comes from one to another certain situation. Only this kind of environment will be key to overcome stress and helplessness in the workplace. The history of leadership is diverse and different, numerous concepts are identified within the last century (Stogdill , 1974). Before explaining leadership theories, we must define what is leadership or who is leader? Finding answers to these questions help us to see leadership theories clearly and precisely. Some people explain leader is better than others and able to lead towards certain goals or some people think leadership is strongly connected with hierarchy, directors, or managers. The leader is "... willing to change, and, even more important, is willing to initiate change; he or she must be willing to take risks for the improvement of patient care both for inpatient settings and in the community; a leader should advance the profession, beginning with creative strategies for educating new students and facilitating more of them to pursue advanced degrees" (Sandra, 2006). Within this explanation, it becomes clear that leaders should inspire, get the job done, motivate and help others to become new leaders.

### **Literature review**

One of the earliest theories of leadership was "Great Man", in other words leaders are born with inner traits (Bernard , 1926). According to the theory, leaders were born and focused on traits and characteristics of the person that can differentiate leaders from followers. The main research areas were mental characteristics and external physical attributes. However, research had been conducted long, no clear evidence was found that shows leadership only associated with the "Great Man" or great leaders (Horner , 1997). Following that, researchers started looking at leadership not how they look, but more specifically what they do in the organization to lead success. Theory began new area: leadership in organizations (Horner , 1997). This theory also showed that leadership is not an inborn trait, but it can be taught to boost productivity in the workplace (Saal & Knight , 1988). Moreover, this study led to new aspects of leadership: people-oriented and task-oriented leadership.

Analysing organizations with regard to leadership helped scholars identify new approaches. One of them is contingency theory, which examines leadership

traits in certain situations. In other words, leadership can be different according to each situation in which the leader is in (Saal & Knight, 1988). Within this approach, several different contingency theories emerged and most of them have been studied, but it is hard to tell that theory is valid (Horner, 1997). Another important theory that we should examine is the correlation between leader and follower. Leadership started seen as leader and follower, how they connected each other to achieve one goal (House & Mitchell, 1974). The main aim of theory can be explained as leaders must help others to accomplish specific tasks or reach their goals. In addition, from this theory, new vertical dyad linkage or better-known leader-member exchange theory merged (LMX) (Graen, 1976). The theory focused on the level of relationship between leader and follower, in other words, dyadic partnership and achieving dyadic partnership requires the incremental influence of both sides (Katz & Kahn, 1978). These above-listed theories are considered core theories that new leadership approaches and models evolved based on those.

Gardner came up with a different approach to leadership "leadership is the accomplishment of group purpose, which is furthered not only by effective leaders but also by innovators, entrepreneurs, and thinkers; by the availability of resources; by questions of value and social cohesion" (Gardner, 1990, p. 38). Within this approach, Gardner explained that leadership is achieving goal through the contribution of each member in the group, not only by one leader. In each team we can find different people that do different task and the theory suggest that goal cannot be accomplished without equal contribution of team members. From this theory, it becomes clear that leadership is seen not only in organizations, but more how it emerges in organizational culture. More and more scholars started studying leadership as group of team leadership. Because of changes in the economy, companies started shifting to the service field, and demand for educated employees increased. Workplaces are not same as it was 30 years ago, more responsibilities and working with own will and giving autonomy to them are becoming mainstream (Wilson, et al., 1994). Organizations are selecting people who intellectually better than others, and who can show self-esteem in the workplace, and it is helping firms to develop faster than competitors (Wriston, 1990). In addition, "one of the greatest changes in our business world is the transformation of an industrial-based economy into an information-based economy" (Wilson, et al., 1994, p. 18). Not only people became dependent on technology, but companies also hugely depended on technology which means new skills, abilities and behaviours are needed to create team-based leadership environment. From the above, we can conclude that leadership theories are evolving and now leadership is

not defined by one leader in the organization. Our answer to the question which is given in tea introduction is leadership now relies on team-based environment or in other words “leaderful practice” (Raelin, 2005). Future leadership will be based on team leadership spirit. The reader may question, how does team-based (leaderful practice) leadership help companies reduce stress and create competitive advantage in such a turbulent time.

*Diagram 1. Evolution of Leadership Theories*

<i>Peri</i>	<i>Leadership ry</i>	<i>Core Assumption</i>
1920	Great Man	Leadership is innate; leaders are born, not made.
1940	Behavioral ries	Effective leadership is based on observable behaviors and styles.
1960	Contingency els	Leadership effectiveness depends on situational factors.
1980	Transformational ership	Leaders inspire and motivate followers toward higher performance.
2000	Shared ership	Leadership responsibilities are distributed among team members.
2020	Team-Based ership	Leadership emerges dynamically within teams to manage complexity and crisis.

*Insight:* Over time, the concept of leadership evolved from innate traits toward relational and process-based collaboration.

To answer it, we must explore a deeper team-based (leaderful practice) environment and the role of leadership in it or what kind of form leadership will be needed in the self-leadership environment in the future. Drath and Palus suggested a new approach to see leadership as “process” and they described it as “people united in a common enterprise who share a history and thus certain values, beliefs, ways of talking, and ways of doing things” (Drath & Palus , 1994 , p. 4). The point is leadership studies should not focus on the leader, follower, and situation, instead of that leadership should be seen as a “process” which consists of group of people who gathered to achieve a certain goal and leadership emerges automatically within this process (Horner , 1997). Looking at team-based leadership as “process”

can give us a better understanding of the organizational culture that emerges leadership over a time (Drath & Palus , 1994 ). Wood and Case compared "process" to "refrain" in songs and it can be explained by this sentence "The refrain is precisely this kind of movement: it is a process, as opposed to a thing. It has a dynamic quality that is ongoing; it is in a constant state of recursive revision" (Wood & Case , 2006, p. 140). By comparing leadership with as "refrain", they tried to show leadership is not linked with traits, leaders, followers, or situations, it is social process that has a tendency to repeat over again, again and again. Once organizations are experiencing significant changes in terms of technology and innovation, self-directed teams are emerging more and more in workplace. The work process becomes a friendly environment filled with self-directed and self-managed employees who are responsible for their decisions. In other words, as Fisher described "a group of employees who have day-to-day responsibility for managing themselves and the work they do with a minimum of direct supervision" (Fisher , 1993, p. 15). Furthermore, team-based leadership shows environment in that all member of team is entitled to make the decision and accountable for that, monitoring and checking himself and being ready to help colleagues. Importantly, feeling empowered and listened, rewarded for actions will be key to overcome stress and helplessness.

This approach exhibit leadership as team which consist of people who aware of their role in team. Manz and Sims also suggested self-leadership (Super Leadership) theory which claims each member of team is self-motivated and ready to show off some sort of leadership traits (Manz & Sims, 1989). We should not forget that team-based leadership can be evaluated by their overall performance not just relying on solo leader abilities (Horner , 1997). As a result, difference between the leader and follower become ambiguous and not precise. Due to changes nature of the organization, more and more responsibilities come from managers to employees, and it leads a decrease in hiring managers and supervisors in organizations (Fisher , 1993). However, it does not mean that leaders are not needed in the organization, and we still need leaders no matter what kind of organization or team (Wilson , et al., 1994). Importantly, the question is what kind of leaders are needed in team-based organizations to overcome stress? Here, it becomes clear why different theories were given earlier and new leaders in team-based environment will be a mixture of "transformational" (Steers & Black , 1994 ), "transactional" (Steers & Black , 1994 ), "servant" (Spears , 1995) and "LMX" (Graen , 1976) or leaders can accomplish the task based on situation which covers contingency theories as well.

### Methodology

This study employs a **qualitative, interpretivist research design**, focusing on conceptual and case-based analysis. The approach integrates a **theoretical synthesis** of leadership literature with **contextual examination** of a real-world case New Zealand's response to the COVID-19 pandemic under Prime Minister Jacinda Ardern. The rationale for choosing a qualitative design stems from the need to **understand leadership as a social and processual phenomenon** rather than as a fixed personal attribute.

Data for this study were collected from secondary sources, including:

- Peer-reviewed journal articles from *Scopus- and Web of Science-indexed databases* such as *The Leadership Quarterly* and *Team Performance Management*;
- Official New Zealand government communications, press conferences, and public speeches during the COVID-19 response (March 2020–August 2021);
- Scholarly analyses and commentaries on crisis leadership, distributed leadership, and Raelin's "leaderful practice" (Raelin, 2005; Wilson, 2020; Grint, 2020).

This triangulation of sources enhances the **credibility, reliability, and validity** of findings (Yin, 2018).

### Analytical Approach

A **thematic content analysis** was conducted following Braun and Clarke's (2006) six-phase framework. The data were coded and analyzed to identify recurring patterns relating to leadership behaviors, decision-making dynamics, and team interaction.

Three analytical dimensions guided this process:

1. **Leadership structure** (individual vs. distributed roles)
2. **Decision-making processes** (hierarchical vs. participatory)
3. **Communication and trust-building mechanisms** (top-down vs. dialogic)

This structure allowed for a coherent understanding of how leadership behaviors manifest within team-based environments during crises. New Zealand was selected as a **critical case** due to its internationally recognized pandemic management and visible adoption of collective leadership mechanisms. Ardern's leadership exemplifies the **leaderful practice framework** (Raelin, 2005), characterized by **shared competence, mutual trust, and participatory governance**.

### Discussion

According to the traditional view, the main decision maker was leader who takes whole responsibility, and as a result, not always, their decisions were right.

According to Ket de Vries, if an organization too depends on charismatic leader who relies on solely his abilities, it can lead to dire for the organization (Ket de Vries , 1995 ). He connected leader's failure with Narcissism, which is considered a double-edge sword. If leader loose golden balance in narcissism, it drives them to fail. Sometime charismatic or transformational leaders become over obsessed with achieving certain goal and they can use power even against in organization. As result, they lose sense of empathy toward employees and colleagues. Movies can help us to describe it with more clear pictures, as Buchanan and Hofman named their article "Everything I know about leadership, I learned from the movies" (Buchanan & Hofman , 2008 ). We can see narcissism in famous film "Citizen Kane" by Orson Welles. The main protagonist of the film Kane, who was assertive, arrogant, dominant, relied on his own knowledge and was hostile to feedback, as result, his decisions were the main reason for failure (Long , 2017).

For this reason, organizations currently undergoing changes from leaders to team-based environment. According to Fisher, new leaders will oversee environment where people are self-managed and self-directed towards a goal and it requires them new form abilities and flexibility (Fisher , 1993). Most successful leaders will who ready for changes, able to predict, and importantly have a vision that team is as empowered group of people who know their goals and are self-directed. In other words, they must see and think differently using innovation and exploring real situations rather than working with traditional textbooks. It makes clear if we give an example of football clubs as team-based leadership. On the pitch, team consist of 11 players and one manager who are responsible for the result. Now, the main role of manager is coaching, giving feedback, and teaching the latest tactics when necessary and players should play in the pitch to win. The whole team has one goal to win match and each player should know his duty on the pitch and showing self-awareness toward winning. The result comes only when the team plays and like team-based leadership everyone gives contribution and knows what they are doing. Managers can be compared a new type of leaders in team-based environment. The manager does not teach how to beat the ball in every train, instead of that he is responsible for motivation, building trust between players and the most important ability is being a psychologist. In order to know more about it we must look at the connection between the new form of leader and team, which requires investigation of individuals in organizational culture and how they behave (Nygren & Levine , 1996). Managing companies in the turbulent situation require difficult and different approaches, sometimes we must deal with unprecedented circumstances. One of them was COVID-19 for all human beings and it proved that

people need to acquire self-awareness and be ready for uncertainties that can change the way we live. New Zealand's pandemic experience with COVID-19 as leadership will be seen and key points will be given how Prime Minister Jacinda Ardern coped with unprecedented situation. Some scholars argue that Jacinda Ardern's approach is a solid example of leadership that rely on leader abilities, but we will try to look situation as team-based leadership.

When the first time COVID-19 started appearing in Italy, Great Britain, and some EU countries, New Zealand was one the first country started responding it seriously (Wilson, 2020). Jacinda Ardern started her actions by talking with his team experts in the field of pandemic and come up to the conclusion that they must impose early actions of educating people about the virus. Later, they, not only Jacinda Ardern herself but the whole her team draw up a series of restrictions to impose lockdown by stage. People were taught the importance of keep distance and not leaving their homes and importantly, constantly Facebook live sessions were conducted by Jacinda Ardern's team. As result, when massive 20 223 cases and 1190 deaths were seen in Ireland on 30 April, there were 1476 cases and only 19 deaths in New Zealand (Wilson, 2020). Several lessons that show New Zealand's approach to team-based leadership. Jacinda Ardern was surrounded by people who were experts in their fields and the whole team equally made contributions to cope with the virus. As a leader in her team. she was ready for changes, uncertainty and made decision on time relying on her team. The government always kept educating citizens to boost their self-awareness, being self-directed, self-motivated, and gathering up against COVID-19. In other words, the pandemic requires all "... engaging a community in facing up to complex collective problems" (Grint, 2010, p. 308). People responded positively and started complying with public restrictions, in numbers, 88% of citizens believed and actively supported the government (Wilson, 2020). We conclude that these qualities are the main features of team-based leadership and not only Jacinda Ardern's team was "leaderful practice" (Raelin, 2005), but we can see the whole nation as a team that consist of individuals who self-managed, self-directed, and know responsibilities in society. For this reason, the case of New Zealand again proves that whether it is pandemic or economic turbulence, organizations need team-based leadership on top of that new form leaders will oversee the team. Traditional form of leadership cannot be implemented now, because of massive changes in organizational culture and the lives of people.

*Diagram 2. Comparison Between Individual and Team-Based Leadership Models*

<i>Leadership Dimension</i>	<i>Individual Model</i>	<i>Team-Based Model</i>	<i>Empirical Evidence (New Zealand)</i>
Decision-making	Centralized	Distributed	COVID-19 task force collaboration
Communication	Hierarchical	Dialogic	Regular live updates and transparency
Motivation	Top-down	Shared purpose	“Team of 5 Million” national narrative
Adaptability	Low	High	Rapid and flexible policy changes
Accountability	Singular	Shared	Cross-ministerial coordination

### ***Conclusion***

This article focused on a new type of leadership that emerged with organizational cultural changes. As individuals and organizations always change, it also gives an insight into leadership that requires constant study. Team-based leadership is linked with other theories to give an overview of the main point. Moreover, seeing leadership as “process” is strongly connected with team-based leadership, and examining it gives broader knowledge for future research. Furthermore, leaders in team-based environments studied and it became clear that leader need acquire new set of abilities and traits which will be needed team-based environment. Predictions were made about how would look like future organizations and the role of leaders in it. Providing New Zealand pandemic experience as team-based leadership might be controversial, but we believe that new approaches are needed to look at leadership from a different angel. Wilson and Wellins described the role of leaders in future organizations, and they suggested that tactical and strategic skills are needed to run a highly self-motivated team (Wilson & Wellins, 1995). It can be reached only through tight correlation, harmony, and building trust between the leader and team members. However, we are sure that research regarding the team-based environment is not sufficient to conclude final thoughts. It is highly recommended that future works should be focused on team-based leadership in the context of “process”.

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