

Building Resilience: One Step at a Time

Leading during crisis: Lead by example

Having strong leaders that are knowledgeable about resilience and self-care is important for the wellbeing of their employees. Outlined below are strategies for leaders to implement in times of crisis.

Steps to take when leading during a crisis

- Evaluate the overall environment:
 - What was the environment like before?
 - What is it like now?
 - How are people handling, or not handling, the situation?
- Normalize communication:
 - Keep team informed and be transparent with updates
 - Inform employees about resources
 - Give employees platforms to connect with each other and share thoughts
 - Increase informal communication as well
- Connect to team:
 - Schedule regular one-on-one meetings
 - Recognize that staff may not be honest with what they are thinking and feeling due to the power differential
 - Share your own experiences, but understand that everyone thinks differently
 - Encourage people to share what they need
- Be a model:
 - Stay calm and listen
 - Practice self-care
 - Share with employees what works, and doesn't work for you, to cope during stressful times
 - Recognize how you feel may not be how others feel
- Do not lead alone:
 - Reach out for additional help for yourself or for your team
 - Engage external resources

Which of these strategies do you already engage in? _____

Which of these strategies do you want to try? _____
