

## RESOURCES FOR LEADERSHIP

Strong teams require influential leaders, especially during times of crisis. Here are suggestions on how to lead effectively, steadily, and compassionately. Prepare your team to work at the best possible during the worst possible.

- Take time to reach out
- Ask team members how they are doing and how you can help
- Provide emotional support along the way. It will create greater engagement and help employees bring more of themselves to work
- Is there something setting your staff member back? See what you can do to help. You need to know what kind of emotional load they are carrying. Arriving at work frustrated, angry, fearful, or exhausted, will affect their ability to make decisions with confidence and focus. Make sure they know you've "got their back" to prevent burnout, anxiety, and poor performance at work

### Huddle

- Take a minute to touch base with your team at the start of each shift.
- Encouraging staff to become aware of emotional status prevents toxic emotions from taking over.
- Create a visual and verbal reconnaissance of the members' mental states. Look for facial cues. Listen to indicators of stress, anxiety, and worry.
- Use keywords to address emotional status. Use questions such as, "How is your emotional temperature?" It provides a light and productive check-in without having to go into details.
- Have team members had restful sleep and nourishment? These will serve as buffers against fatigue, help productivity, and prevent breakdowns in the system.

### Reappraise and adapt

- Expect faults and deficiencies in the system. They will show up and ultimately hinder work.
- Step outside of the leader's perspective and consider issues that might affect the broader context given these new circumstances.
- Recognize and acknowledge new needs, habits, resources, and areas where the team can grow. Get input about the good, bad, and ugly.
- Give your team the vision and hope that is appropriate and needed at this moment. Your team is looking up to you as their leader.

### Cherish your team

- Give praise and validation, especially to small successes, assertions, and progress. It's crucial for team morale right now. Acknowledge those that put in the effort.
- Be calm, empathic, emotionally understanding, and validating. The return on this investment will be ten-fold.

### Learn the lesson

- Take time to process and reflect on what's happened. Be sure to take note of possible mistakes, errors, mishaps, or barriers in your teamwork and convert them into learning opportunities.
- Figure out new ways to go about things. Take different approaches and practice new habits from lessons learned. It will take your team to the next level.
- Find the optimal way to prepare for the future by training and building on what you've gone through in crisis time. This will be instrumental for having a well-oiled machine, regardless of what the future brings.
- Finally, find clarity on what has worked and what hasn't. It will support your new roadmap.