

## **Leading During Crises**

## **Leading in Times of Crises**



## What should good Leaders be doing right now?

- Have a little grace – to yourself and others.
- Give a little extra to your staff these days. They need it!
- People need a little more these days.
- Lead vs Manage.
- Meet & Communicate.
- Be present, in the moment.
- Pay attention to changes in behavior – yours & others
- Ask questions.



## Key Leadership Principles to

- Maintain & enhance people's self-esteem.
- Listen and respond with **EMPATHY**.
- Ask for help and encourage **INVOLVEMENT**.
- **SHARE** thoughts, feelings, and rationale.  
(to build trust)
- Provide **SUPPORT** without removing responsibility.  
(to build ownership)

## Coaching During Crises

- Step out on the floor
- Meet people where they are
- Don't lead from behind your mask / your desk
- Make eye contact & connect with your people, facetime with your people.
- Meet with your people, schedule touch points. Give feedback (socially distanced).
- Ask open ended questions – a simple 'what do your people need from you'



## What have you been doing?

1. For your staff?
2. In your Units?
3. For your patients and families?













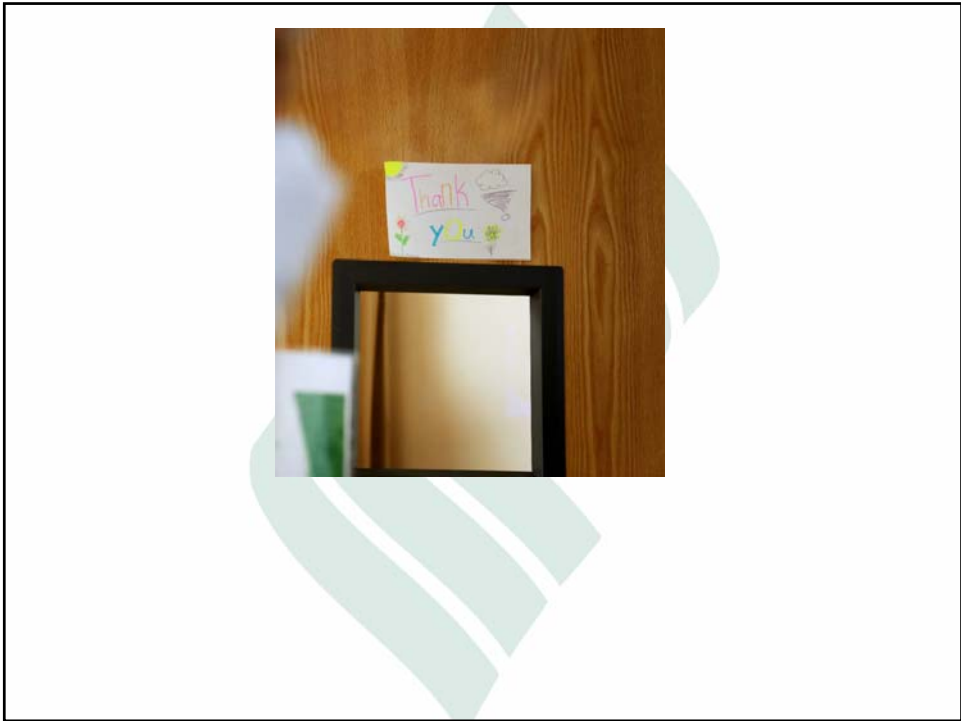












## Take Care of You



## Take Care of You

- Keep your jug full
- Buckle up first
- Manage your stress
- Leave it here
- Take time for you
- Take care of your family & loved ones
- Lean on each other



## Take Care of You

- Walk breaks
- Wellness initiative
- Manage your stress
- Leave it here
- Maintain a Diet – Eat healthy eating
- Take time for you
- Take care of your family & loved ones
- Lean on each other

## Utilize Your Resources

- Create a dedicated space
- Take a break, Step away
- Emulate work/life balance
- We are in this for the long haul
- Don't burnout
- Promote your EAP
- Serenity Cove







**Take Care of You**