

Leadership Series: Adaptive Leader

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 the team informed and be transparent with updates
- Inform employees about resources
- Give employees platforms to connect and share thoughts
- Increase informal communication as well

Connect to the 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 your team
- Engage external resources

Which of these strategies do you already engage in?

Which of these strategies do you want to try?