



COVID-19 Crisis Mode: Building Resilience Strategies for Leaders and Managers

Leading others during this unprecedented time is an important role. You can promote their well being during this crisis by facilitating the actionable steps included in the infographic. Supporting others by actively promoting their mental health can play an important role in their ability to cope.



Recognize the Crisis

- » **Model a wide emotional vocabulary when speaking with others**, beyond mad-sad-glad. Some examples may include: frustrated, lonely, grieving, worn-out, numb, worried, challenged, appreciated.
- » **Share moments of triumph, strength, and collaboration** and bring attention to them with recognition in an email or at a meeting.
- » **Be aware of the potential of burnout and moral injury** in your staff.



Share Your Voice

- » **Facilitate an end of shift “campfire”** by conducting a brief gathering of interested staff. Share what was difficult that day, or about positive parts of the day and invite others to express their feelings.
- » **Set up a virtual space** where people can come and talk about their day and experiences. This could be office hours over platforms such as Zoom or GoogleMeet where there is an open hour that people can drop in and discuss their feelings and experiences.



Connect with a Front-line Buddy

- » **Offer a sign up sheet for those interested in finding a front line buddy** and then pair them up.
- » **Incentivize connection between front line buddies** by offering a quick 5-10 minute break for buddies to catch up briefly during their shift.
- » **Consider finding a front-line buddy for yourself.** Partnering with another leader can provide support, and they can offer a unique understanding of these difficult circumstances.



Adopt a Mantra

- » **Consider adopting your own mantra and sharing it with others.** This will model the process for staff.
- » **Adopt a unit/department mantra.** This mantra can be displayed, included in emails, or discussed among those on the unit.

We hope this offers some simple, actionable steps you can take now to help you and your staff during this crisis. If you recognize that someone is having an especially difficult time coping refer them to available employee mental health resources. These resources can be valuable for you and your staff during this stressful time.