

Helping to build resilience during the Covid-19 crisis



Strategies for individuals:

Focus areas for leaders of virtual teams:

Helpful reads for senior leaders:

 <p>CONTROL THE INFORMATION FLOW E.g: Manage your media intake (e.g. limit to twice a day) & only access information from credible sources (e.g. World Health Organization; Johns Hopkins Coronavirus Resource Center; Local Government).</p>	 <p>CARE FOR PEOPLE E.g: Show you understand the human impact of this crisis - start every team conversation by asking how people are going; check in regularly with people 1:1 to understand their current challenges & how you/the organization may be able to help; be kind to others.</p>	<p>1 DELOITTE: <u>The heart of resilient leadership: Responding to COVID-19</u></p>
 <p>CREATE NEW ROUTINES & RITUALS E.g: If well, stick to a routine as much as you can with set times for sleep & eating; replace commute times with a healthy meal & a walk if possible; use the isolation time to learn or do something new (e.g. guitar/knitting/gardening/home repairs).</p>	 <p>COMMUNICATION E.g: Over-communicate to avoid uncertainty; make sure members know what is happening at the organization level - be open, factual & acknowledge when you don't have the answers; reinforce that you're all in this together; send a daily video message to team members.</p>	<p>2 HARVARD BUSINESS REVIEW: <u>Lead Your Business Through the Coronavirus Crisis</u></p>
 <p>CALM YOUR MIND E.g: Start a 3 minute meditation practice (e.g. Headspace); while challenging during these times, write down something you are thankful for each night; remind yourself that this will pass; stick a picture up of something you look forward to in 2021.</p>	 <p>COLLABORATION & CONTRIBUTION E.g: Ensure technology needs are met; be clear on priorities & roles; agree protocols for how often & what form communication will happen; set ground rules & decision-making processes; suggest people write down the 3-4 key tasks that want to achieve each day.</p>	<p>3 KORN FERRY: <u>Managing through crisis and preparing for the post-outbreak era: A Leader's Playbook for a Year of Two Halves</u></p>
 <p>GET CREATIVE WITH EXERCISE E.g: Subscribe to an online home workout; bring "movement into tiny moments" such as 10 squats while the kettle boils; turn on the music & dance with your partner/kids/housemates; play sports with greater social distance & own equipment such as tennis/golf.</p>	 <p>CULTURE OF INCLUSION E.g: Monitor who is/isn't contributing by keeping a list of names & manage dominant voices/encourage quieter ones; talk to members about the flexibility they need if children are at home; create virtual social events that can involve all (e.g. lunch together or coffee break).</p>	<p>4 BOSTON CONSULTING GROUP: <u>Leadership in times of crisis - Key moments of truth</u></p>
 <p>STAY CONNECTED E.g: Substitute texting & social media with video-calls to people to speak; create family/friend video chat groups using Apps (e.g. WhatsApp, Houseparty); have a virtual coffee or drink with a friend (e.g. using Zoom or FaceTime); join an online book club.</p>	 <p>CONTINGENCY PLANNING It is likely some team members and/or family members will fall ill. Ensure the fundamentals are in place such as key documents saved to shared drives & identify who can "step up" into different roles if needed.</p>	<p>5 MCKINSEY & COMPANY: <u>Covid 19: Implications for business</u></p>

SOURCES: <https://www.nytimes.com/2020/03/20/style/self-care/isolation-exercise-meditation-coronavirus.html>; <https://www.washingtonpost.com/lifestyle/wellness/anxiety-coronavirus-mental-wellness-tips/2020/03/16/>; <https://hbr.org/2020/03/15-questions-about-remote-work-answered>