Leading Teams through Uncertainty

WEBINAR SUMMARY

1. **GOAL: Establish a clear communication plan with your team**

- Assess how COVID-19 has affected your services and operations and its implications on staffing
- Determine the financial impact of those changes and how you’ll respond
- If you have to share bad news, understand the practical implications and how you’ll discuss them
- Establish clear communication schedule
  - How often
  - What will be shared, when, and with whom based on level of responsibility
  - Set clear timeframes for decisions that will impact the team
- Demonstrate care and use personalized approach
  - Take time to understand personal difficulties
  - Emphasize health and wellness

2. **GOAL: Establish protocols for new work norms and culture**

- Establish virtual work protocols
  - Be clear about what team members should work on
  - Establish clear meeting schedules to check-in
  - Discuss use of technology platforms & expectations
  - Find ways to alleviate burdens
- Be clear & consistent
  - Set clear meeting agendas
  - Capture next steps, who is in charge of them, and follow up
  - Take notes and share them if needed
  - Check-in more frequently than usual
- Maintain morale & culture
  - Help employees feel connected and supported
  - Provide guidance and support for continuous performance management
  - Emphasize health & wellness