

Leading Teams through Uncertainty

WEBINAR SUMMARY



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



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