

CHECKLIST

WHAT YOUR TEAM NEEDS RIGHT NOW

1: Communication *(to help stabilize fear and anxiety and provide clarity amidst chaos)*

- Download a resource to learn what might better serve your team in a time of crisis.
- Establish a frequent cadence to when and how you reach out to your team and to each individual. Daily touch base call? Weekly group zoom? Set it and stick to it.
- Listen for meaning AND feelings. Pay attention to what you see and hear on video calls. Nudge your team to share how they are coping and ask what help you can give.
- Share what the ground rules are with everyone. This is how we'll _____
(share progress, connect w/clients, stay connected, resolve miscommunication, etc.)
- Before you click send, re-read every text and email to see that it's clear and concise.
- Set and respect start/stop times. Ask your team to communicate a "good morning" and a "good night" to signal they are starting or stopping work for the day.

2: Flexibility *(remember, no one system or structure will work for all)*

- Keep your eye on the goal, not the activity. Be flexible with how and when the work gets done, staying focused on achieving a result that's delivered on time.
- Ask each team member what flexibility they need. Every home situation is different. Some may have needs for children, working spouse, etc. that are unique.
- Release the need to be 100% in control. Accept that flexibility is key to keeping a team calm and productive. Continually ask: "What does me being more flexible here look like?"

3: Authenticity *(now, more than ever, your team needs to see and feel the real you)*

- Leading in a time of crisis more vulnerability that you might be used to. Be open and transparent as best you can, and admit your feelings and emotions to the degree you are comfortable with. It's okay to say:
I don't know. I will do my best to see what information I can find and share.
I'm feeling really stressed too. What help do you need to feel less stressed?
This is a scary time. Knowing our team is staying connected makes things less scary.
- You aren't expected to know all the answers. There is no playbook here. Do your best each day. Lead how you would want to be led - with grace and compassion.

4: Rhythm *(setting a cadence provides structure and a system that helps people copy)*

- Daily, we _____ as a team. Weekly, we _____.
- Don't be afraid to create new routines or revise a process. We are now in un-chartered territory that requires nimbleness. Ask the team, "What's working best for us? What do we need to shift?"
- Establish a morning ritual that gets you grounded, focused and better able to handle the day. Your influence into how the team both feels and operates each day is great. Get your mindset in place first (as best you can) then work to stay optimistic and positive each day in front of your team.