


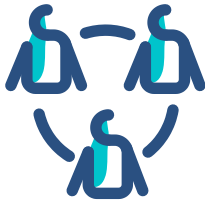



# 5 C's of Leading During a Pandemic

<b>Give People Clarity</b> 	<b>Do</b> Keep staff up to date with clear, accurate and essential information. Make quick decisions, but remember to invite communication re: impact. Make clear written talking points for supervisors to ensure consistency. Follow up hierarchical decisions with inclusive conversations re: impact.
	<b>Don't</b> Don't use too many words or assume people have same information.

<b>Build Team Cohesion</b> 	<b>Do</b> Reinforce that everyone holds a piece of the puzzle. Reinforce that "all of us is better than one of us." Trust and support others to speak vulnerably and freely.
	<b>Don't</b> Don't reinforce tendencies toward self-interest. Don't say "I" more than "We."

<b>Connect With Your People</b> 	<b>Do</b> Be human, present, & available. Connection is central to healing. Practice relational leadership. Listen carefully and address concerns. Show care and concern before challenging others to grow or stretch.
	<b>Don't</b> Don't move too fast into problem-solving before connecting.

<b>Communicate</b> 	<b>Do</b> Communicate early and often. Use 3 R's: Review, Repeat, Reinforce Communication must clear, constant, consistent, multimodal. Give talking points to all levels of supervisors for consistent messaging. Use predictable methods: e.g regular check-ins, huddles, or email blasts.
	<b>Don't</b> Don't assume people know or can provide same information to others.

<b>Have Courage</b> 	<b>Do</b> Be positive, proactive, and honest. Be definitive and take responsibility for your actions. Prioritize progress over perfection.
	<b>Don't</b> Don't blame others for mis-steps. Don't fall into analysis paralysis.