

Leadership & Helpership during a Crisis

Crisis Leadership

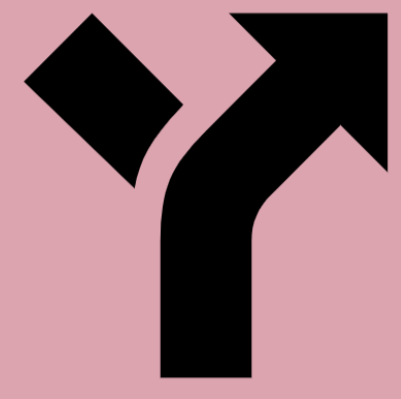
Maintain a Global Perspective

Explore other ways to look at the situation to make the most informed decisions.



Be Decisive

Be clear with your decisions and the reasoning. Communicating the 'why' will make it more likely that others trust you.



Appear Calm

Be aware of your body language. In times of high anxiety, people will imitate the emotion you portray.



Lead With Your Actions

Actions speak louder than words. Uncertainty will increase if you don't lead by example.



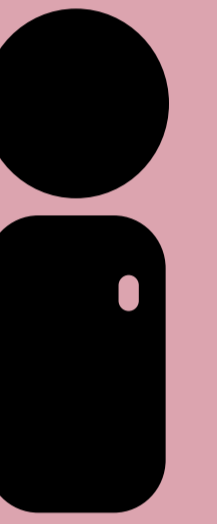
Take Care of Yourself

This is a marathon, not a sprint. Demonstrate balance and stay healthy.



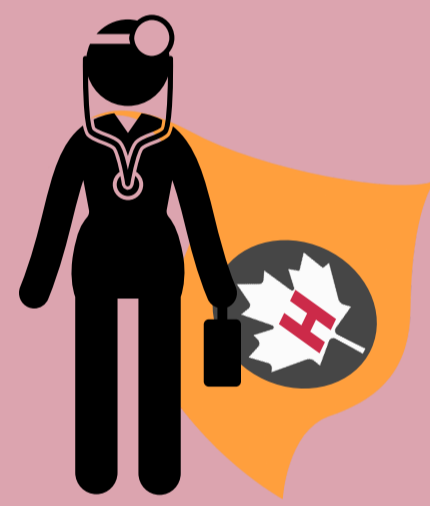
Be Humble

The world is uncertain right now. It's okay not to know the answer. It's okay to be vulnerable. You are human.



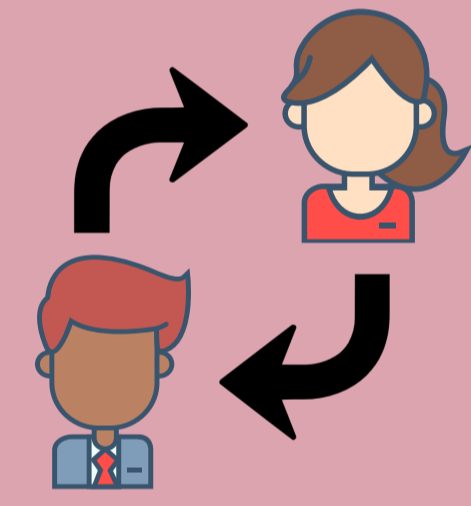
Leaders Are Also Helpers

Leaders are everywhere and they need help as much as you do!



Replacement Plan

Times are stressful. Ensure you have someone who can step in to lead quickly in case you need a break.



Crisis Helpership

Remember 3 Ways to Help

Hands - Complete tasks as needed.

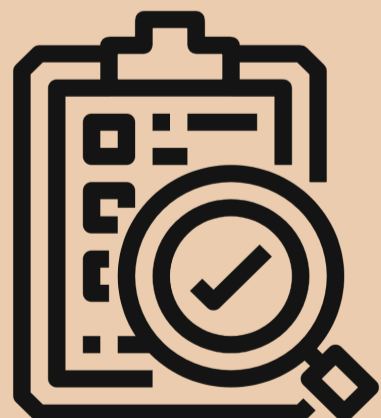
Head - Ask the leader if you can help carry the cognitive burden or think through issues.

Hugs - Provide support guided by asking how others are doing.



Know How to Offer Help

Survey the situation and suggest specific help.



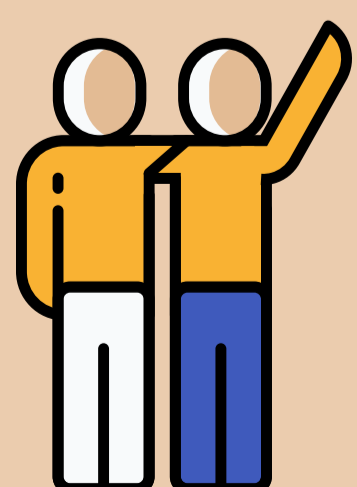
Perceive and Predict Help

Be aware! As a helper, you have another view. Help however you can be helpful, not just with what is being asked.



Practice Empathy

Everyone is doing the best they can and deserves support. We're all in this together.



Helpers are Often Leaders

Exemplify help in the way you'd like to be helped.

