

Promote honest dialogue

- Though you may be uncertain about the future, make time for honest dialogue with members of your group. Your engagement and communication are more important than ever.
- Plan your communications so that they make sense to everyone. Think about barriers to understanding, such as language.
- Listen actively and give honest responses even if the answer is "I don't know". Acknowledge people's concerns. Let them know you are listening and that you care.
- Make your decisions and plans as transparent as possible so people feel trusted and included.
- Reinforce the group's immediate goals and continue to communicate clear expectations for performance.
- Balance communication about short-term challenges with a longer-term vision. Sustain people's hope and determination.

Treat people with care and fairness

- Try to continue showing genuine care for other people, even when you are under stress. You set the tone for the group.
- Work at ensuring the wellbeing of everyone in the group. In particular, reinforce your concern for people's health and safety.
- Take the time to ask people how they're feeling, not just how the work is progressing.
- Even if you need to protect your own time, let people know when your door will be 'open' to discuss personal concerns and needs.
- Maintain people's trust. Take particular care that your personal decisions and choices are seen as fair.
- In the toughest circumstances (separations, reorganization, etc.) let people know that you are personally committed to fair processes and outcomes for everyone.



Leading inclusively during a crisis

Maintaining a supportive environment

- Your positive personal attitude is key. The resilience and self-confidence you demonstrate will encourage others.
- Think about the impact of crisis and stress. People will have different, changing support needs. Take the time to ask people what they need the most and respond quickly.
- Role model the behaviors that reinforce teamwork and help others feel included and supported.
- Take opportunities to reduce or 'defuse' stress in your group. Equip people to manage the impact of change and stress.
- Encourage people to pay attention to their lives outside work as well as achieving business success. Discuss ways that you can help them achieve that.
- Continue to recognize achievements and celebrate successes. Think about appropriate, creative ways to do it.

Demonstrate respect for each individual

- Treat people with respect. In times of stress and uncertainty, your behavior has a profound impact on the people around you.
- Hold team members accountable for behaving in the same way.
- Demonstrate that you value and appreciate everyone's contribution, no matter their role on the team.
- Don't create unintentional cliques and barriers in the group. Avoid patterns of behavior (like selective information sharing) that create unnecessary feelings of exclusion or disrespect.
- When involved in tough processes like separation, think through how things will happen. Take responsibility for ensuring the process preserves the dignity of the person involved.
- Challenge any aspects of the work environment that do not support a respectful environment.



+1 219 612 3329



contact@talking-talent.com



www.talking-talent.com



talking-talent-us



Talking Talent

Brilliance in Diversity