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HOW TO MANAGE YOUR TEAM DURING A PANDEMIC
A Quick Guide

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Members of your team will look to you for reassurance and guidance during this health and economic crisis. Given all of the uncertainty, you will have few answers to most pressing questions about safety and security. However, there are some very important things that only you can do for them.

- **Maintain your own self-care.** Stay in touch with your personal networks of supportive people Rely on your judgment and experience to direct those who look to you.
- **Nurture your personal spirituality** to maintain your sense of meaning and purpose.
- Take care of your basic physical needs for sleep, nutrition, and exercise.
- **Validate their feelings and concerns.** Their reactions are normal in this abnormal situation. Listen without judgment
- **Limit most of your comments** to these three powerful replies:
    - Please
    - Thank you
    - I'm sorry

The best leaders in a crisis bring truth, hope, and gratitude to every interaction. That is your most important role right now, and you must do this better than anyone else.