

Coping with the COVID-19 Crisis:

Leading, managing, surviving and thriving in turbulent times

Questions wise leaders can ask to prevent moving too quickly during times of crisis

Adaptive Leadership:

- How are we encouraging a few wise individuals to observe and “get on the balcony” to view decision making processes objectively and give crucial real time feedback?¹
- How is our prevailing mindset interfering with our ability to both question our assumptions and encourage alternative perspectives?¹
- In what ways are we fostering systems and procedures to better “look around corners” and anticipate events more effectively?¹

VUCA Leadership:

- How can we decentralize decision-making so that rapid and locally-appropriate decisions can be made?
- How are we seeking to uncover what we don’t know and also identify what might be unknowable?

EDI Leadership:

- If we make decisions too quickly in crisis situations, might we overlook important inequities that exist in the system?
- How might these decisions miss addressing inequities that exist in our community?
- How might decisions actually contribute to *furthering* inequities?

Team Resilience Leadership

- To what extent am I focusing the finite energy of my team on those “must do” priorities using a daily virtual huddle to assemble and plan together?¹
- In what ways am I modeling self-care and encouraging others to do so?¹
- What systems are in place to monitor burnout and other signs of energy depletion and then to act accordingly?¹
- To what extent are we reaching out to those with expertise and experience in dealing with these kinds of crises or with talents that could augment our team and supplement staff capacity during these extraordinary times?¹

References:

1. Baker EL, Irwin R, Matthews G. (2020). Thoughts on Adaptive Leadership During the COVID-19 Pandemic. March 19, 2020, JPHMPDirect.