

Managing Crisis through Resilient Leadership COVID-19 Resource Packet Issued April 2, 2020

Health centers are serving on the frontline, providing critical health care services in communities dealing with the coronavirus and COVID-19. During challenging and stressful times, it is normal for leaders to feel off balance. This attachment contains <u>six steps</u> designed to access and be a Resilient Leader during turbulent times:

- 1. Balance before action;
- 2. Hold space;
- 3. Elicit feedback;
- 4. Keep/create structure;
- 5. Over communicate; and,
- 6. Be flexibly directive.

Each of the following pages describes how to utilize two of the six Resilient Leadership skills during times of crisis and culminates in the final key elements of communication and direction. Choose what resonates with you.

The document can be printed or electronically communicated to emphasize any one of the steps that are relevant to you and your health center teams. If you line up all three pages together, they combine to make one poster of all six Resilient Leadership skills.

We hope this tool provides concise and meaningful concepts to support you as you navigate the challenges ahead.

Acknowledgement: NACHC would like to thank and recognize Nick Szubiak, MSW, LCSW of NSI Strategies (<u>www.nsistrategies.com</u>) as the author of this resource.



Additional COVID-19 information and resources can be found at:

HRSA COVID-19 Frequently Asked Questions (FAQ) – <u>https://bphc.hrsa.gov/emergency-</u> <u>response/coronavirus-frequently-asked-questions.html</u> NACHC's Coronavirus webpage - information, event postings and resources for health centers <u>http://www.nachc.org/coronavirus/</u> or email <u>preparedness@nachc.org</u>

For inquiries about this document, contact trainings@nachc.org



As health centers you are on the front lines of the COVID-19 response and in the midst of preparing to help support your communities.

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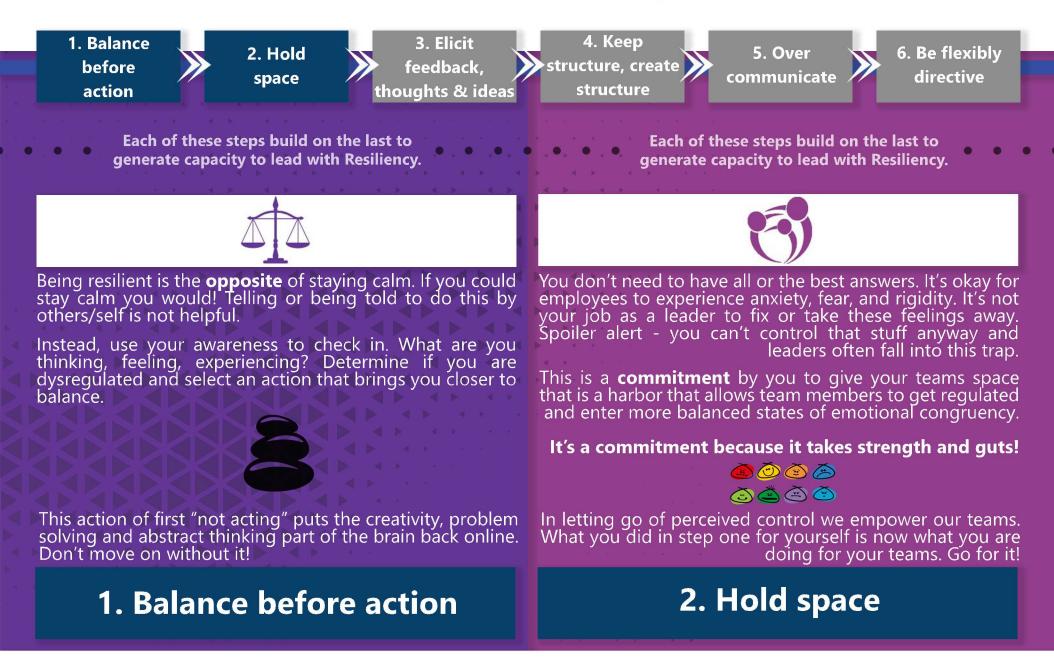
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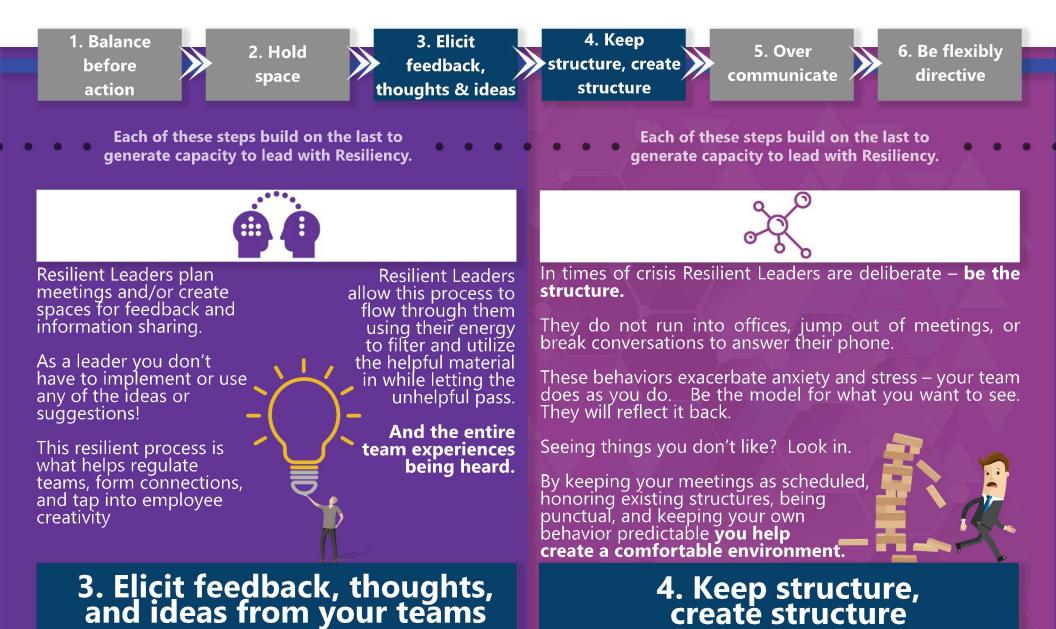
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