

## Overview

- ❖ Anatomy of a Crisis
- ❖ Taking the Temperature of your Team
- ❖ Stepping In – the first step
- ❖ Stepping Up – the plan
- ❖ Creating a Goal – a common purpose
- ❖ Who's taking care of the caregiver?

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## Anatomy of a Crisis

### FACTS

What happened?

What is **actually** happening right now?

Now you try:

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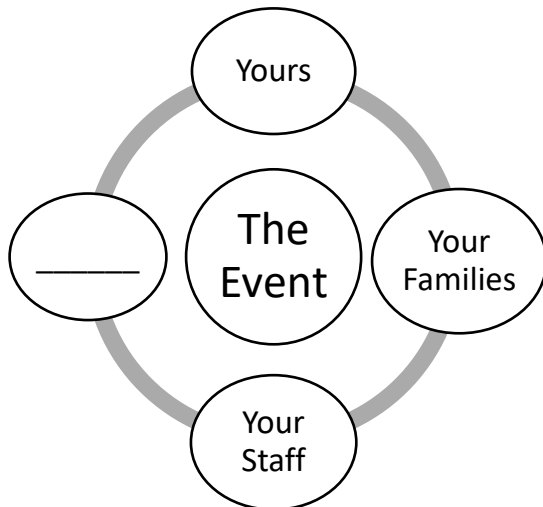
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Define the problem:

- The event
- The fallout

### PERSPECTIVES



## EXPERIENCES



Consider your team member's experience with the crisis right now:

1. What are they living?
2. What are they feeling?
3. What are they saying?

Now you try!

Team Member	What are they living?	What are they feeling?	What are they saying?

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## Taking the Temperature of your Team

Start Connecting!

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## What are you trying to learn?

- How are people coping?
- How much support/ guidance do they need?
- How are they interacting with the team? +/-
- What is their future outlook?



## Stepping IN

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Be transparent and honest!

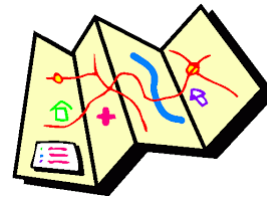
You will be in a better position later, if you tell your team what the current state of affairs is...AND WHAT YOU PLAN TO DO ABOUT IT!

### NEXT STEPS:

1. What is happening
2. What your task is
3. What my task is
4. When we will connect again

## Stepping UP

- What is the end goal?
- What is the time frame?
- What individual actions do we need to take to get there?
- What resources and people do we need to do it?
- What is Plan B?



## Stepping Up Plan

Where are we now?				
	Tasks	Resources	People	Time Frame
Enrollment				
Staffing				
Revenue				
Service Delivery				
End Goal:				

## Creating A Common Purpose

*In a crisis, most people simply want something to do. They want to feel useful and productive!*

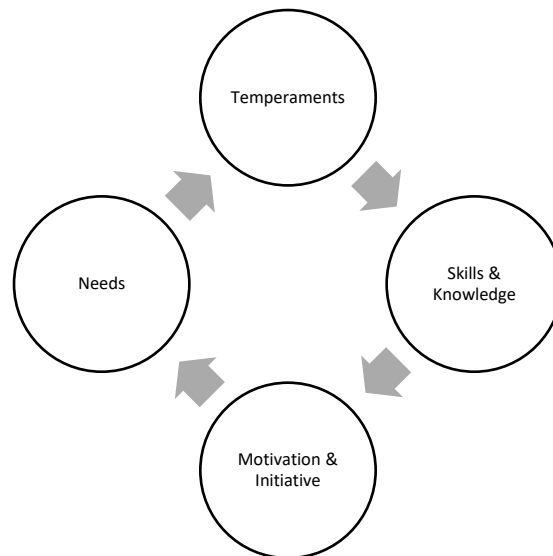


Internally Motivated People:



Internally Motivated People:

### TEAM ASSETS



What	How	Who
Create Summer Lesson Plans	Use planning template for each week Plan for theme per class Create Summer Poster Post on Website Manage Enrollment Activity	T T Admin Admin A.D.

## Working the Plan – Building the Team

1. Give everyone something to do
2. Follow up
3. Provide Guidance & Support
4. Validate achievements & results
5. Give progress reports
6. Be empathetic

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Who is taking care of you?

<b>Physical</b>	<b>Mental</b>
<b>Emotional</b>	<b>Social</b>

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<https://www.surveylegend.com/s/2ald>  
and complete the survey