

Agreements for an Effective Meeting Space

- Use your video if possible, **especially during breakout sessions**
- **Avoid distractions:** turn other devices on silent and minimize open windows on your computer
- Feel free to **raise your hand** – on camera or using nonverbal tools in zoom.
- Please mute your microphone if you are not speaking
- If need technological assistance, please send a chat to **Jesse Trutwin (IT coordinator)**





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Leading in Times of Crisis

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DRCHSD Hospital/Clinic Learning
Collaborative
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Agenda

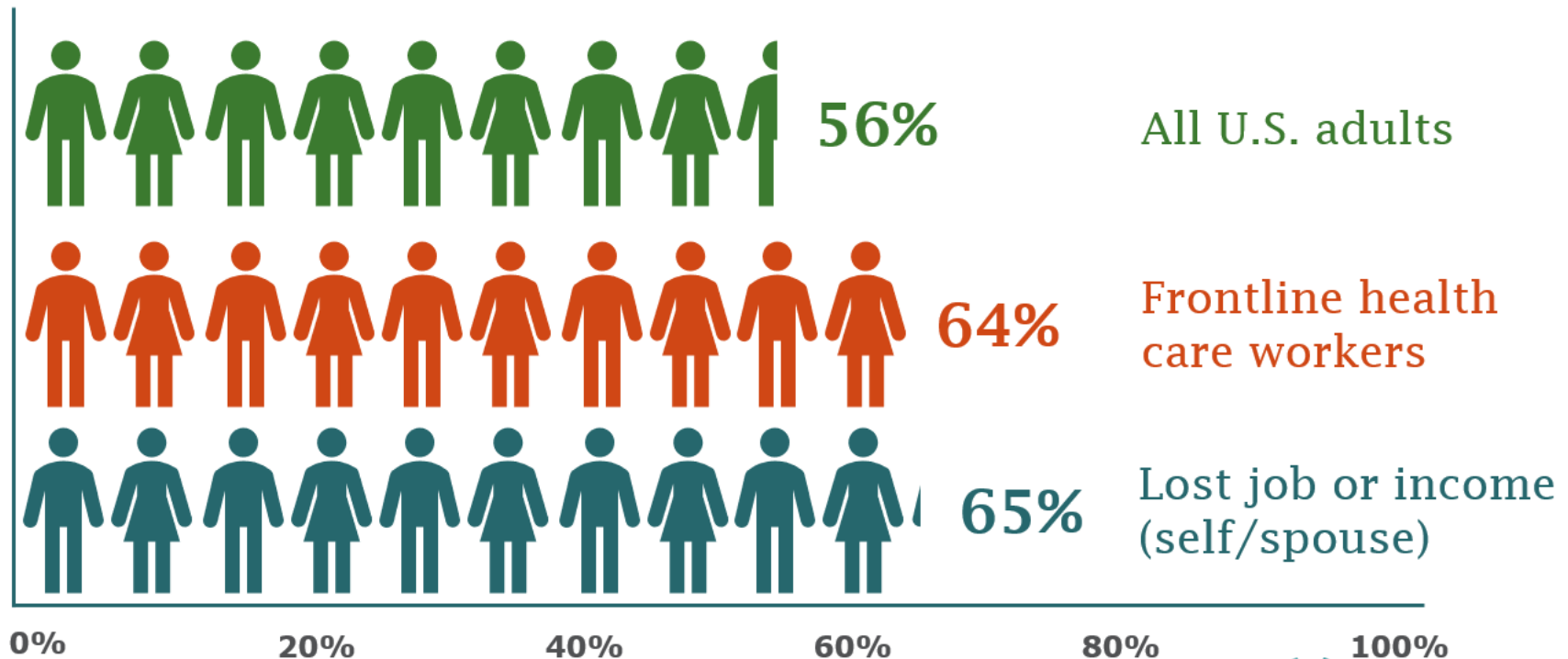
- The current reality
- Team and individual responses in a crisis
- Strategies for leaders
- Peer group discussions



Current Reality

Kaiser Family Foundation Poll (late April 2020)

56% of U.S. adults and 64% of frontline health care workers reported negative impact of pandemic-related worry and stress on their mental health



<https://www.kff.org/report-section/kff-health-tracking-poll-late-april-2020-economic-and-mental-health-impacts-of-coronavirus/>

Poll Question

Since the onset of the pandemic, which of the following has been a source of increased stress for your organization's leadership team members?

Emotions



- Mental endurance
- Distractibility
- Amygdala vs. prefrontal cortex



Narrowed Focus



Away from

Long-term view

Team perspective

Toward

Immediate needs

Individual perspective



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Watching for Cues



- Take cues from you
- Are you doing what you're asking of others?



Need for Information



- Greater uncertainty = more frequent communication
- Will fill in the gaps if needed



Strategies for Addressing Emotion

- Make room
- Name it & claim it
- Make it safe to express emotions by sharing your own
- Vent where appropriate
- When needed, help others focus on the big picture and what they can control



Strategies for Addressing Focus

- Reinforce team approach
- Help team think about what's best for the organization and community as a whole
- Consider bringing Community Champions into the conversation
- Connect decisions to the mission, broader purpose and long-term view
- Find opportunities to get people connected on a personal level
- Allow room for focusing on ourselves when needed



Strategies for Addressing Watching for Cues

- Be vigilant about body language
- Project calm
- Find authenticity
- Be consistent in what you say and do
- Model what you're asking of others



Strategies for Addressing Need for Information

- Communicate relentlessly
- On a predictable schedule when possible
- Multiple avenues
- Be consistent with messaging
- Work with Community Champion to develop consistent messaging inside and outside the organization
- Be upfront with what you know and don't know – and what you're doing to get needed information
- Express appreciation – and BE SPECIFIC
- Ask – and listen to the answer



Communication Goals

Minimize anxiety and uncertainty

Inspire a sense of mutual purpose

Promote trust

Balance Reality With Optimism



Confront the brutal
facts of the current
reality



Express faith that you
will prevail in the end,
regardless of the
difficulties



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Breakout Groups

Discussion Questions

- Introduce yourself: Who you are, where you're located
- What's happening in your community and organization
- One recommendation for leading in this time of crisis: Share a success story



Participants



Chat



Share Screen



Record



Ask for Help



Reactions



Question

Please share one thing in the chat box that you will take away from your small group conversation.



The Opportunity

- Defining moment for individuals, teams, and organizations
- Build on the good things that come out of this
- Reinforce culture
- Strengthen cohesiveness
- Strengthen employee engagement



Poll Question

Post – LC Knowledge Questions





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