

# RECOMMENDATIONS FOR CRISIS LEADERSHIP

## PREPARATION



Incorporate the diversity of crises into planning and training



Prepare for crisis at all levels of the organization



Integrate the diversity of the organizational community



Be aware of creeping crises



Regularly evaluate organizational values and priorities at all levels



Ensure that leaders and staff have enough time and resources to prepare for crisis

## ORGANIZATIONAL



Attend to everyday leadership, as everyday leadership is crisis leadership



Plan for how leadership and decision-making structures will change during crisis



Recognize the potential for flexible, emergent leadership in crisis



Account for the unequal impacts crises will have within the community



Share (crisis) leadership best practices



Consider integrating crisis practices into the quality management system

## COMMUNICATION



Provide spaces for discussions and bidirectional communication



Create and distribute plans for crisis communication



Provide ongoing crisis communication training and practice opportunities



Communicate about preparation and planning



Ensure communication systems are crisis-resilient

## WELL-BEING



Transition from collecting information to concrete well-being measures



Work towards building community and trust



Normalize non-normality, and recognize individual variation