

COVID-19

Crisis Management

Effective Leadership, Self-Care, and Strategic Planning during
Global Challenges

Introduction & Agenda

A comprehensive roadmap for navigation and recovery.

Workshop Agenda



Understanding Crisis

Definitions, personal toll, and the reality of stress in leadership.



Management Framework

Core elements, components, and the steps to effective intervention.



Action Planning

Scenarios, plan development, and building post-crisis resilience.

Part 1: Defining Crisis

Recognizing the psychological and systemic impact of instability.

What Defines a Crisis?





Significant Stress

Events that produce overwhelming stress and traumatic change in an individual's life, affecting cognition and emotional regulation.

A Critical Juncture

A state of instability that represents a turning point for better or worse. It demands immediate attention and strategic response.

| The Toll on Leaders

-  **Decision Making:** Reduced concentration, limited creativity, and difficulty processing information.
-  **Rigidity:** Trying to control everything alone increases personal stress and narrows perspectives.
-  **Exhaustion:** Sleep disturbances lead to lower awareness and reduced professional cooperation.
-  **Emotions:** Displays of irritability or anger reduce trust within the workplace environment.

| Coping Strategies

- || **Pause & Assess:** Step back and refocus every hour to increase awareness of stress signs.
- ♥ **Self-Care:** Movement, healthy nutrition, and exercise build necessary resilience.
- 🛏 **Sleep Hygiene:** Prioritize sleep quality to maintain cognitive clarity.
- 👥 **Delegate:** Share responsibilities to create space for strategic thinking.



| Leading through Reality

78%

Resilience is Not Infinite

Even effective leaders feel worn down during the pandemic. COVID-19 intensified regular stress levels. Practicing active self-care is the only way to build long-term capacity for future crises.

Part 2: Crisis Management

Building the structural and psychological components for response.

Management Elements



Integrity

Maintaining absolute honesty and truthfulness in all communications.



Empathy

Establishing rapport and empathy to ensure messaging is received.



Proactive

Acting ahead of events to mitigate risk before it escalates.

| Structural Components

Operations & Teams

Crisis Center: The setting for emergencies.

Crisis Team: Professionals trained to assist coping.

Intervention Services

Intervention: Mitigation to prevent consequences.

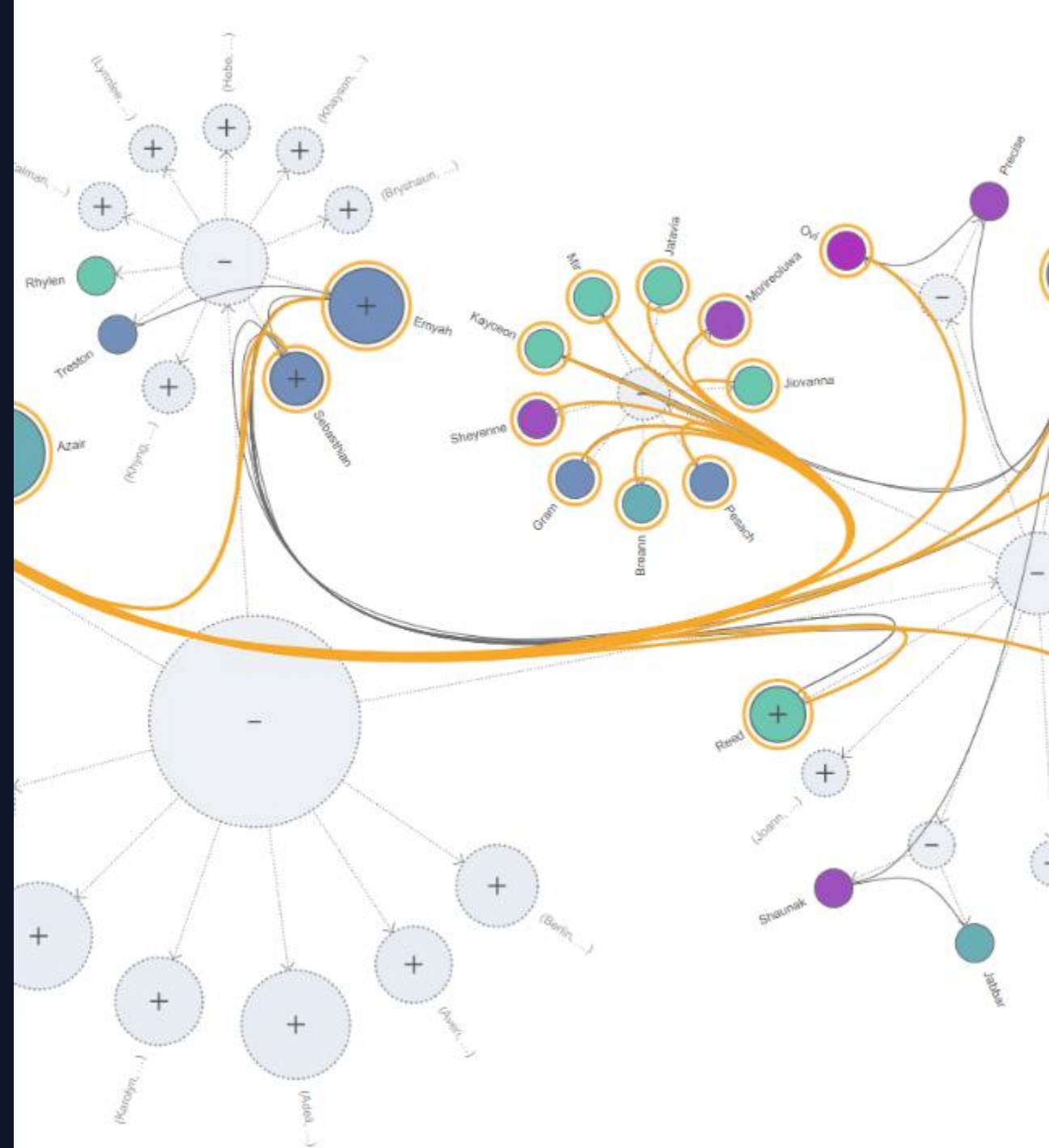
Service: Hot-lines and on-site support agencies.

Information Flow

Simplify to Succeed

During crisis, information processing is compromised. Apply clear, simple messaging to overcome confusion.

Utilize credible sources to overcome resistance to change. If data is absent, use consistent, credible speculation to avoid rumors.



| The Management Process

2. Gathering

Separate facts from rumors immediately.

4. Feedback

Explain rationale and listen to partners.





1. Pre-Crisis

Identify resources and partnerships.

3. Coordinate

Execute timely, clear communication.

| Evaluation & Debrief

-  **Situation Debrief:** Review the event from start to finish with stakeholders.
-  **Performance Assessment:** Critically evaluate how the team responded to pressure.
-  **Lessons Learned:** Document all insights to prevent future systemic failures.
-  **Plan Updates:** Implement activities to refine the crisis management plan.

| Post-Crisis Resilience



Growth from Adversity

Experiencing crisis can result in positive outcomes. Survivors often gain a new understanding of risks, a sense of empowerment, and new skills for challenging times. This fosters opportunities for personal and community growth.

Part 3: Planning for Crises

Transitioning from theory to actionable preparedness.

Case Discussion Scenarios

Format	Scenario	Intervention Objective
Telephone	Case reports suicidal thoughts.	Assess safety and activate support.
In-Person	Co-worker reveals extreme irritability.	De-escalate and provide resource access.
Remote	Colleague shuts off camera/withdraws.	Re-establish rapport and check status.

| Developing Your Plan

Documentation

Record emergency contacts and available resources (water, food, shelter) in your specific setting.

Role Definition

Designate leaders, support roles, and action sequences. Define how events will be debriefed.

| Training Calendar



Skill Building

De-escalation & Motivational
Interviewing workshops.



Inclusion

Cultural Responsiveness &
Interpreter Access training.



Resources

Pandemic Specific Tools and
Resource hubs.

THANK YOU!

We are grateful for your investment in keeping Oregonians safe.

