

Leading in Times of Uncertainty

Resources, Tips, and Tools for Effectiveness



Overview

This document offers a list of recommended resources for how to lead effectively during times of uncertainty, ambiguity, and crisis. Resources focus on leadership, communication, resilience, and self-care as it pertains to leading others in times of uncertainty.

Note: Resources have been curated from both internal and external sources and will be updated periodically.

Resources

The resources below include websites, guides, articles, podcasts, videos, webinars, and more. All are available to Trinity Health colleagues across the System, at **no cost**. *Note that some options may require registration.*

Trinity Health's COVID-19 Website: [Click Here](#)

This website is managed by Trinity Health and contains critical information for all colleagues across the System regarding COVID-19, available resources, and guidance. *Topic areas include HR Guidance & Manager Resources, Colleague & Work From Home Resources, CDC Updates, Clinical Guidance, and more.*

Leader Guide: Specifically designed for Trinity Health leaders

- [We Breathe. We Pray. We Stick Together:](#) A leader's guide to help teams cope, stay connected, focused and engaged during uncertain times. *Developed by Trinity Health's Organization Effectiveness & Spiritual Care Teams*

Carebridge Resources:

Carebridge, our Employee Assistance Program (EAP) provider, is offering a variety of free resources! [Click here](#) to learn more.

Live Your Whole Life:

The [Live Your Whole Life](#) health and well-being platform provides all colleagues* with digital resources to support a variety of holistic self-care needs. We know that caring for ourselves in mind, body and spirit can help us cope with stress and have more peace during times of uncertainty. When we address our own well-being needs, we can be at our best to support our loved ones and those we serve. Find the below resources and more at <https://mybenefits.trinity-health.com/lywl>

- **Feeling anxious and/or stressed**
 - Learn the basics of mindfulness practice with the *Mindfulness 101* course
 - Learn some simple ways you can rein in stress before it becomes a problem with the *Stress Less in 10 Minutes* Journey
 - Remain tobacco free with the *Stay on Track, Stay Quit* Journey
- **Need to get active indoors?**
 - Try the *Get Strong at Home* Journey
 - Learn the basics of yoga practice through the *Yoga 101* starter program
- **Having trouble sleeping?**
 - Use the *Sleep Guide* to get customized tips on how to improve the duration and/or quality of your sleep
 - Try the *Calm Your Mind for Sleep* Journey
- **Challenge yourself to practice self-care habits to help cope through challenging times:**
 - Respond to stress by taking 3 deep breaths
 - Connect with a friend or loved one over text, phone or video today
- **Use the Nutrition Guide to support proper nutritional habits** (*excluding Mercy Chicago)

Resources *(continued)*

Videos: Short videos on key topics

- Offered by **AthenaOnline's QuickCoach**; Access Trinity Health's full video library [here](#) or click on the individual links below for quick access:
 - [Working In Non-Normal Times](#) (Widget contains a collection of timely videos on Calming Fears and Moving Forward; Videos average 3 – 5 minutes each)
 - [5 Steps to Help Employees Deal with Stress](#)
 - [Emotions: Handling Anxiety](#)
 - [Helping Anxious People Deal with Their Emotions](#)
 - [Tips to Reduce Stress](#)
 - [The One Moment Meditation Technique](#)
 - [What to do When Nothing Can be Done](#)
- [If You Lead People Today, Do These 5 Things](#) – Marcus Buckingham

Articles, Books, Websites:

- [7 Ways to Step Up as a Leader through the Novel Coronavirus Crisis](#) – LinkedIn & DDI; **Article**
- [Avoiding Decision Paralysis in the Face of Uncertainty](#) – Harvard Business Review; **Article**
- [Crisis Leadership: Lessen the Impact of Chaos on the People You Lead](#) – Center For Creative Leadership; **Digital / eBook**
- [Four Things Leaders Must Do When Times Are Tough](#) – Forbes; **Article/Website**
- [How to Lead Through A Crisis](#) – Center For Creative Leadership; **Article/Website**
- [How to Reassure Your Team When the News Is Scary](#) – Harvard Business Review; **Article**
- [It's Getting Personal – Some Guidance For Managers](#) – Sally Williamson & Associates; **Article/Website**
- [Leading in this unprecedented moment: 8 wellbeing leadership strategies for responding to COVID-19](#) – Global Wellness Institute; **Article/Website**
- [Leadership in Uncertain Times: Become an Ambiguity Absorber](#) – The RBL Group; **Article/Website**
- [Leading In Uncertain Times](#) – Root; **Article**
- [Leading Your People In Times of Crisis](#) – Root; **Article/Website**
- [Managing When The Future Is Unclear](#) - Harvard Business Review; **Article**
- [The Heart of Resilient Leadership: Responding to COVID-19](#) – Deloitte.Insights ; **Article/Website**
- [What Your Coworkers Need Right Now Is Compassion](#) – Harvard Business Review; **Article**

Tip Sheets, Templates, and Quick Reference Guides:

- [22 Leadership Strategies That Build Trust in Times of Uncertainty](#) – Quantum Workplace; **PDF Guide**
 - [4 Tips for Asking Productive Questions](#)
 - [5 Strategies for Coping with Sustained Stress](#)
 - [Build & Maintain Trust with the Entire Care Team](#)
 - [Communication Tips for Stressful Times](#)
- [Managing Employee Emotions During the COVID-19 Pandemic](#) – Quantum Workplace; **PDF Guide**
- [Strategies for Leading in Stressful Times: Huddle Notes](#) – Catalyst Learning; **PDF Tip Sheets/Reference**

Podcasts and Blogs:

- [A Few Thoughts For Leaders and Managers: Patrick Lencioni](#) – The Table Group, Inc.; **Blog/Post**
- [Acknowledge Reality – Leader Clarity in the Covid-19 Crisis from The Leading Edge Podcast](#) – Leadership Excelleration; **Podcast/Blog (23 minutes)**
- [Being The Leader People Will Follow During Crisis from The Leading Edge Podcast](#) – Leadership Excelleration; **Podcast/Blog (20 minutes)**
- [How to Communicate in a Crisis](#) – Harvard Business Publishing; **Blog**
- [How to Lead in A Crisis](#) – Development Dimensions International (DDI); **Podcast (35 minutes)**
- [Leading Through Uncertainty](#) – Harvard Business Publishing; **Blog**

Resources *(continued)*

Webinars & Courses: On Demand, Live Events, and Recordings may be available (No cost!)

Topic(s)	How to Access
<p>Crucial Skills For Crucial Times – A 5 Part Webinar Series:</p> <ul style="list-style-type: none"> • How to Influence the Vital Behaviors You'll Need in the Post-COVID World <i>(Recording Now Available)</i> March 31 at 10 am MT - With Joseph Grenny • Crucial Conversations in a Crisis: Keys to Reduce the Lag Time Between Disaster and Response April 7 at 10 am MT - With Joseph Grenny • 200% Accountability: How to Succeed In an Ongoing Pandemic April 14 at 10 am MT - With Joseph Grenny • Stress-free Productivity During Times of Stress: Skills To Regain Control April 21 at 10 am MT - With Justin Hale • Habits for Working from Home: How to Adapt Your Workplace Routines for At-Home Success April 28 at 10 am MT - With Emily Gregory 	<p>Offered by VitalSmarts; Register here for one, or all of the live Webinars and/or to obtain recordings.</p> <p><i>Recordings and slides from past sessions will be available to you upon registration.</i></p>
<p>Self-Care Course Titles</p> <ul style="list-style-type: none"> • Take a Deep Breath and Manage Your Stress (22min) • Job Stress and Burnout in Nurses (PDF reference) • Mindful Breathing (2 min. Video) • Mindful Minute Square Breath (2 min. Video) 	<p>Available via HealthStream Click here to log in to HealthStream and search each course name in the Catalog.</p>