COVID 19 Change Agility Tips

Human Resources Organizational Development

March 2020
Tips for Leaders

• Be as active and visible as possible. Find new ways to be visible from a distance.

• Ensure all your direct reports are aligned and collaborating to lead the change.

• Communicate, communicate, communicate! Make more time to talk AND to listen.

• Where possible break down silos to drive speedy collaboration.

“IT seems like advancing collective trust, timing, shared vision, and true servant/person-centered leadership involves deep listening, unconditional compassion, grace, humble inquiry and creative ‘nudging’ for the benefit of all concerned.”

Dr. Ashokakumar Patel, M.D
Professor, Science of Healthcare Delivery Team-based Care. Mayo Clinic Alix School of Medicine

Leaders Change Management Resources
Tips for Supervisors

• Put your own oxygen mask on before helping others. Ensure you are ready to lead and support the changes.

• Communicate frequently, clearly and consistently

• Be a strong liaison between your employees and the organization to drive effective change

• Advocate for your staff to the organization and for the organization to your staff

• Look for and discuss the natural resistance to change in employees to help them overcome it

• Coach employees with a listening ear and with understanding and grace as they flex rapidly

Supervisors Change Management Resources

“When you form a team, why do you try to form a team? Because teamwork builds trust and trust builds speed.”

Lieutenant General Russel Honore
Commander of Joint Task Force during Hurricane Katrina response
Tips for Employees

• Put your own oxygen mask on before helping others. Ensure you are ready to embrace and adopt needed changes. If you are struggling, talk to your supervisor for support.

• Share your strengths and challenges around making change and listen to your colleagues strengths and challenges as we each navigate our own personal journeys through these changes.

• Remember our style and temperament affect our natural reactions and responses to change especially under stress. Give self and others and especially our patients grace and patience under stress.

• Find ways you can be most helpful quickly and stretch to learn and do more as you’re able.

Employee Change Management Resources

“When you really listen to another person from their point of view, and reflect back to them that understanding, it’s like giving them emotional oxygen.”

Stephen Covey