

Leading Through Crisis: A Checklist for Supervisors

The following checklist is based on the Partnership's [Public Service Leadership Model](#) and aims to provide supervisors with practical actions they can take to support those they lead and serve in coping after crisis.

Lead by example and listen to understand your environment (Becoming Self-Aware)

- Take time, even 15 minutes, for daily self-reflection and encourage it among your team—share with them what you do yourself, and that possibilities could include meditation, prayer, journaling, or walking.
- Check-in regularly with individual team members; ask how they are doing—really doing—and prepare to listen deeply.
- Reconnect to the values of public service with your team and how together you can best model stewardship of the public trust and commitment to the public good in the current environment.

Foster Trust on the team (Engaging Others)

- Bring the team together to “talk it out”—don’t come with an agenda, but rather, a set of questions; be open to following-up with concrete steps to address concerns expressed, where appropriate. Depending on feedback, consider suggesting to the Member that they personally engage in a session with the staff, if they haven’t done so already.
- Be sensitive to people of color and others who may need extra support due to varying factors ranging from family circumstances, to both living and working on Capitol Hill. Acknowledge the trauma of remote staff, those not in-person during the crisis. Provide appropriate resources.
- Give people time and space to process—if they need to step away due to stress or an unexpected emotional swing, support them.

Project a long-term vision while remaining adaptable (Leading Change)

- Project a vision of hope while staying connected to the challenges your staff face; be a short-term realist and a long-term optimist.
- Identify and communicate what you have control over for effecting changes in the office and the institution more broadly, while recognizing what is out of your control; remind staff that you are in this together.
- Pay close attention to what’s happening in current events that may impact you or your team; navigate accordingly.

Get work done (Achieving Results)

- Assign tasks that align to strengths as a way to provide staff to focus their energy productively.
- Recognize accomplishments that advance common goals.
- Make decisions with the best information you have, based on what matters most in the moment.