



mhca's e-Newsletter

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Communication is Key to Survival



During times of crisis, clear, concise communication is more important than ever. Here are a few tips for communicating with your team during these challenging times:

1. **Be Human:** Your team members have a lot on their minds – they may be worried about their health, their families, their life savings, maybe even their jobs. Listen to them, find out what they're dealing with, and ask for their ideas on adapting to the situation.
2. **Be Honest:** These are unusual circumstances and there is a great deal of uncertainty. It's fine to say, "I really don't know how long this will last. I don't have all the answers; but, I'm committed to figuring things out together and I want to hear your ideas."
3. **Be Grateful:** Tell your team members how much you appreciate them and acknowledge their efforts publicly.
4. **Be Consistent:** It's impossible to over communicate during stressful times. Clear concise messages should be delivered on a regular basis – perhaps daily. Frequent, open communication builds trust, and trust is essential to leading people in times of high stress and uncertainty.

How we offer our services will continue to evolve in the coming weeks and months. The added strain of this crisis on particularly vulnerable populations – including unemployment, homelessness and food insecurity, will have ripple effects we will be dealing with for the foreseeable future. You don't have to figure everything out on your own. Stay in touch with your peers at mhca – working collaboratively will result in innovations that will help us all weather this storm and come out stronger on the other side.



Some Crisis Leadership Reminders from John Spence

Many of you enjoyed hearing John Spence speak during our Winter Conference in Clearwater Beach. Here's a follow-up a video he created especially for **mhca** with 4 tips for leading during times of change:

<https://vimeo.com/398362887/aaa7676423>

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