

How To Be an Effective Manager During a Crisis

Leading a team during a crisis can be challenging, and as a manager you may be struggling too. Here are some ideas to help you support your team while looking after yourself.



Look after yourself

It's important to look after yourself at the moment, so that you can support your team without neglecting your own needs. Focus on the essentials: eating, drinking, sleeping, and getting fresh air. Try to stick to a routine, see loved ones, and spend time doing activities you enjoy.

If you're feeling overwhelmed and under a lot of pressure, reach out to your HR department, speak to your line manager, and consider reaching out to a counselor.

Encourage communication

Organize regular meetings and one-to-ones so your team members can open up in a safe, supportive environment. Acknowledge their feelings, and the situation, and ensure they feel heard. Anger, fear and sadness are all normal during a crisis, and expressing these emotions will help them to process what's happening.

Prioritize connection

Team activities and get-togethers may help to lift people's spirits and distract them from a crisis. Creative group projects, shared lunches and team tea breaks provide opportunities for bonding, and may encourage people to share how they're feeling with one another.



Focus on positives

This is a good time to highlight small wins and successes so your team members have something positive to focus on. Show your appreciation for people, helping them to feel seen by celebrating their achievements. Encourage people to give praise to each other, too.

Reduce work pressure

While there may be unmissable deadlines on the horizon, it might help to look at the workflow and delay any non-urgent projects. This may give people the breathing space they need to look after their wellbeing. Encourage people to speak up if they're struggling, and see if any tasks can be shared between team members to take the pressure off.

Be there for them

Everyone deals with crises differently, and some people may need more support than others. Check in with your team members regularly, and make it clear that you're available to talk. Remember that you are not expected to act as a therapist or doctor, but you can encourage people to seek advice from their healthcare provider, signpost them to support groups, and encourage them to seek counseling through Lyra.

Notice warning signs

Keep an eye out for changes in people's behavior. It's likely that people won't be performing at their best, and you might find that they struggle to meet deadlines or make mistakes. This is normal when people are stressed, anxious or worried. However, if you notice that people seem withdrawn, or they're avoiding work or having unusual outbursts, this could be a sign that they need extra support.

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URL: app.lyrawellbeing.health

Company Code:

Lyra wellbeing

For more advice on coping during a crisis, scan the QR code to visit the Hub app.

