

Leading a Stressed Team

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- 1. Watch for signs of stress
 - Incomplete work
 - Decreased productivity
 - Lower quality of work
 - Mistakes
- 2. Hear people
 - Publicly acknowledge the high stress level in the organization
 - Recognize people's contributions
 - Show you care about them
- 3. Increase intrinsic motivators
 - C** Provide **connections** with other people
 - A** Allow **autonomy** (but not too much if there is a Knowledge or Ability gap)
 - M** Encourage **mastery** (provide ways to close Knowledge or Ability gaps)
 - P** Reinforce **purpose** (connect person's contribution with purpose of the change)
- 4. Help manage workloads
 - Offload people by shifting work or hiring temp workers
 - Help people focus on the vital and eliminate or defer everything else
 - Offer flexibility in how work is done
 - Reduce distractions
- 5. Encourage and model resilience-building activities
 - Biological - movement, breathing, food and water
 - Psychological - fun, help others, gratitude, incentives, breaks from work
 - Environmental - space, fresh air, quiet, light