

How to Be a Resilient Leader during COVID-19 ... without burning yourself out (Part 1)



Conduit Coaching works with leaders in Seniors Care, from independent living through to nursing homes and complex care, in team settings and one-on-one.

Part 1 of our conversation on Resilient Leadership centered on helping you feel safe and calm, despite the ongoing COVID-19 chaos, so you could do the same for your staff, residents, and their families.

We talked about how to be a compassionate leader by focusing on your Emotional Intelligence, which is the key to being the leader followers need right now.

A leader with Emotional Intelligence is a leader who acts with compassion, stability, trust, and hope and inspiration for the future.

To boost your own Emotional Intelligence, focus on:

- **Self-Awareness.** Be aware of what's happening inside you (i.e. your emotional state), because emotions, especially negative ones, are contagious, and people are watching how you respond.
- **Social Intelligence.** Read what's happening in your community's environment to keep yourself informed. Then you can better help staff, residents, and their families better experience a sense of safety and calm, despite the crisis.
- **Self-Management. You're human.** It's completely normal if you feel anxious, too. Don't try to push down those "not so pretty" emotions. Instead, expand your skill in dealing with them through diaphragmatic breathing.

Here are a few other ways to bring more compassion to leadership:

1. **Remember, what you focus on expands. When you focus on the goodness in your life, you create more of it. Believe in post-traumatic growth.**
 - Find what's personally meaningful for you as you lead through the adversity of COVID-19.
 - Find benefits stemming from the difficulty. Don't ignore the bad AND refuse to ignore the good.
2. **Be an influential communicator.**
 - Communicate in ways that touch the heads, hearts, and hands of staff, residents and families.
 - Acknowledge the strengths your staff demonstrate as they work through this crisis, including personal qualities (who they're "being" as they're "doing"). Be sincere and keep yourself out of the acknowledgement.
 - Check in with everyone frequently. Ask: How are you doing? What can I do to support you? Is there anything I can start (or stop) doing that would make this situation easier for you? What's not working for you right now? What are you doing differently that's working I might be able to learn from?



Compassionate LEADERSHIP

Leaders must either invest a reasonable amount of time attending to fears and feelings, or squander an unreasonable amount of time trying to manage ineffective and unproductive behaviour.

Brene Brown, research professor; author of five #1 New York Times bestsellers



3. Use the three most powerful Resilience Boosters to keep yourself and your staff strong and caring during COVID19.

- Breathe. Meditate. [Register](#) to join our weekly 15-minute Mindfulness Moments on Tuesdays at 12:05 p.m. EDT/9:05 a.m. PDT.
- Have more compassion for yourself. That's also the key to being more compassionate toward others.
- Nurture your optimism. Know that this crisis, too, shall pass (maybe like a kidney stone, but it shall pass). Notice what you still have power to accomplish (even if it's something small); celebrate things that are going well.



How to Be a Resilient Leader during COVID-19 ... without burning yourself out (Part 2)

Scheduled for April 15 at 12 p.m. EDT/9 a.m. PDT.

[Register](#) to join us!

We're committed to sharing leading-edge research that meets the moment, answering your top-of-mind questions, and collecting tested tactics to help you work through leadership challenges. We recognize COVID-19 has changed the tenor of those challenges sharply in recent weeks. And we know it's going to get worse before it gets better.

Oy. What better time to draw on and expand those leadership skills you've been building?

In Part 2 of our conversation on Resilient Leadership, we'll go deeper into strategies to support your team, keep on top of constantly changing situations, and care for yourself.

As we've seen many times before, when things are at their worst, people are often at their best.

We're here to help you be your best in this pivotal moment.



About the presenter

Mary Ellen Sanajko is a Certified Coach whose 25+ year career includes working with [Seniors Care](#) organizations to help teams build workplace harmony through coaching individual leaders and teams, training programs, and guiding the acclaimed Seniors Care Leadership Academy.

In that time, Mary Ellen and her colleagues at Conduit Coaching have developed quite a track record helping Seniors Care leaders and their teams get the best out of themselves and each other . . . while creating a home for residents and workplace for staff that's a source of joy, connection and meaning.

If there's anything I can do to be of service to you or your team during this challenging time . . . feel free to [reach out](#) to set up a free, 20-minute exploratory conversation.

You might just end up turning **barriers** into **bridges**.