**Reference**: <https://www.td.org/insights/10-key-steps-to-lead-your-team-during-a-crisis>

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|  | **Purpose** | **Key Details/Concepts** |
| 1 | **Introduction:** Kick off the eLearning series  Introduce purpose of this series of modules, based on Ruisi’s 2014 article. | * COVID-19 has created challenges for our company * Leaders have even more responsibilities – give them more tools * Set expectations, timeline, and outline course objectives |
| 2 | Objective 1 | * Recognize how you can take ownership of the situation |
| 3 | Objective 2 | * Determine questions to ask to gather relevant facts of the situation |
| 4 | Objective 3 | * Explain the importance of dispelling rumors and communicating next steps |
| 5 | Objective 4 | * Determine the real cause of the situation |
| 6 | Objective 5 | * Describe the process of setting expectations and responsibilities with your team |
| 7 | Objective 6 | * Identify communication expectations to stay on track even if surprises occur |
| 8 | Objective 7 | * Recognize ways to communicate your role as the leader in the situation |
| 9 | Objective 8 | * Identify lessons learned to improve processes in order to avoid future issues |
| 10 | Objective 9 | * Describe ways you can recognize your team for their hard work during the crisis |
| 11 | Objective 10 | * Recognize the importance of developing a plan to prepare for any future crisis |
| 12 | Course conclusion | * Knowledge measurement * Resources/Toolkit * Steps forward |

**Learning Objectives**

1. Recognize how you can take ownership of the situation
2. Determine questions to ask to gather relevant facts of the situation
3. Explain the importance of dispelling rumors and communicating next steps
4. Determine the real cause of the situation
5. Describe the process of setting expectations and responsibilities with your team
6. Identify communication expectations to stay on track even if surprises occur
7. Recognize ways to communicate your role as the leader in the situation
8. Identify lessons learned to improve processes in order to avoid future issues
9. Describe ways you can recognize your team for their hard work during the crisis
10. Recognize the importance of developing a plan to prepare for any future crisis