Leadership & Governance in a Crisis

A CHECK LIST FOR NAVIGATING THROUGH COVID-19

Managing through crisis is challenging for communities – and modern governance becomes crucial. As Diligent navigates these challenges, we are providing a voice in the conversation to help our customers and our partners succeed: through partnership, knowledge, and resource sharing.

From those trying to baseline and find a place to start, to those already rolling out policies, this check list provides a list of items to consider for modern governance and community continuity planning.

As the conversation continues to evolve, so will we. Please be a partner and a voice in the conversation.

1. **Understand the threat.** The most important part of managing through crisis is understanding the threat to your community. How is your community impacted? Are there upcoming community events or professional development sessions that may have citizens and staff away from home? How does the crisis affect local business? Through daily leadership conversations and key resources, such as the CDC's travel advisories and resources from Johns Hopkins, organizations are assessing their threat level on a daily and hourly basis. Most importantly, they are making sure all employees are safe and the community feels supported during this time.

2. **Evaluate community initiatives.** Which upcoming community initiatives need to be cancelled or adjusted, such as town hall meetings, holiday gatherings, and sporting events? How can local governments quickly establish policies and release communications to citizens about changes in the community? To minimize the impact to community members, local governments are making it a priority to cancel and adjust any initiatives that may increase the exposure to individuals.

3. **Establish employee guidelines.** Based on threat levels in each region, it is important to send employee communications early and often, and to make sure all employees feel safe and secure. In their communications, various organizations are shedding light on the situation, establishing guidelines and self-quarantine policies, setting up emergency employee communication systems, setting frequent manager check-ins, and more.

4. **Enable community continuity.** To ensure community members can confidently rely on the local governments during this time, they must highlight the tools, resources, and practices in place for their citizens, including providing updates on safety practices and communications, protecting the staff, and supporting local businesses, if needed. Local governments are doing so by planning for digital community engagement options, sharing content and updates through online and social channels, and implementing new policies – especially with council members, turning events into virtual experiences, and taking comprehensive measures.

5. **Employ modern governance.** During this time, local governments need to monitor and assess threat levels, community impact, and response plans in real time. Local governments reacting quickly and effectively are conducting daily calls to monitor the situation, setting up real-time feeds to communicate about critical issues with community members, regularly consulting Legal counsel and state governments on policies, facilitating unplanned and/or emergency meetings with the council, and establishing open lines if Communication between the council and management.

Please reach out to us for additional resources and support info@diligent.com. We are here to help.