CRISIS MANAGEMENT
CREATING A SAFE AND SUPPORTIVE ENVIRONMENT FOR THE HUMAN AND THE WORK

Ice Breaker

Share a work challenge that came up this week

- Student workers not showing up.
- Right on the line of having enough staff/student employees to keep the library open.
- Learning procedures for locking up/closing the library due to changes in campus security staffing.
- Time management issues and unprepared for shift responsibilities
- Springshare ddos attack.
- I had multiple projects due at the same time. Neither got my full attention.
- Had a meeting where some participants were becoming visibly frustrated with each other.
- Rearranging work schedules so we could attend ALAO.
- Due to supply chain issues, I was unable to get a time machine and was unable to be in a 100 places at once.
- I had to collaborate with a coworker on a presentation. And forces seemed to be working against us.

Group Share

How can you approach your work to be more people-focused?
Where are there opportunities at your institution?

- Asking co-workers how they're doing and sharing a little about yourself (without TMI).
- Personal Interactions.
- Start each team meeting with a simple ice breaker that enhances engagement, comfort level, and camaraderie.
- With a lot of staff turnover since the onset of the pandemic, I see opportunity to build relationships with new colleagues.
- Say "no" on behalf of those who can't.
- Ask more questions.
- Taking a moment to ask "how are you this morning?" And actively listening.
- Engage peer professionals more in encouraging discussion and affirmation of their hard work. We could all use this kind of affirmation.
- Engage more intentionally with all of my colleagues and students. I can go days without speaking to some of my coworkers.

- Take time to really ask my student how she is - what challenges she may be having either at work, school or elsewhere.
- Learning to say no firmly and graciously.
- Leading with empathy and openness when making requests.
- Engage frequently with colleagues for their input on potential ideas, projects, and things that may need to change.