

Reading: [7 Leadership Principles for Managing in the Time of Coronavirus](#)

Compassion - Compassion & Empathy communicates to people that they are not alone

- Listening as a part of compassion and communication- we have to seek to understand what is behind the behaviors we are seeing
- Student Retention is the intersection of compassion and cash right now

Cash - The financial impact will continue longer than the crisis & the “return to normal” will not be normal as we knew it

- Every revenue stream is down
- Take a hard look at the budget and cut spending as hard as you can
 - Not “how much can I sneak in” but “how much can I give back”
- How can we attract students? How do we retain the ones we have?

Communication - Calm communication is key to navigating uncertainty and maintaining quality

- Take the time to consider how to weave optimism and hope in every message

Community - Community is an avenue for innovation, we are better together

- 10 minute coffee/water cooler breaks
- Give your team permission to “turn it off” after a certain hour, have a start and stop time
 - If one member burns out, the entire unit will suffer

Humble Confidence – Let’s be willing to say, “I don’t know”

- We don’t know the future, so lean into what you do know about the skill set of your team, and remember what your team has accomplished before
 - Ie. I have seen this team’s innovation, agility, and resilience in action before when we ..., therefore I am confident we will make it through this

Come-Along

- How do we get people on board with our shared mission? Why are we here, what is our job?
- How do we balance managing the present, while looking forward to the next steps

Readiness for the Fall

- eLearning team having a quick training, then NASH grant used for more in depth training
- Need for IT/eLearning experts on a future session to answer tech questions (Ie. all things FERPA)

Final thought... Let’s be changed

- Let’s do better than merely “bouncing back” to normal, let’s come back better than before.
- Let’s allow, and accept, and aspire to be changed by this experience in a positive way otherwise this whole crisis is in vain.

Links mentioned in the chat: [HBR article: That Discomfort you’re Feeling is Grief](#)

[Resources for Students lacking internet access](#)

[How to set up/use zoom on Chrome Book](#)