



LEADER TOOLKIT



Communication tips:

- ✓ Pause and breathe: Remember Calmness is Contagious
- ✓ Begin by asking staff about how they are feeling. Show you care about their stress
- ✓ Acknowledge the stress and uncertainty: Normalize
- ✓ Promote the need for social support: Use videoconferencing when setting up meetings
- ✓ Remind staff of support services available: YOU Matter and Matrix (614-475-9500)
- ✓ Model optimism and hope
- ✓ Be factual and honest; It's alright to admit "I don't know"

You Matter support clinicians are available 24/7 to help.

You Matter Hotline: 614-722-5005 or Ext. 25005

YOUmatterProgram@Nationwidechildrens.org