

## OVER TO YOU ...

1. ***Structure*** – Critical Incident Management
2. ***People*** – Values + Internal + Situation
3. ***Process*** – The Problem-Solving Method
4. ***Teamwork*** – Safe to Innovate / Experiment
5. ***Communication, Communication, Communication***

**NEVER FORGET ...  
RESILIENCE IS**

***WHAT YOU ARE DOING***

## GOING FORWARD

- New issues will continue to arise
- Important priorities will come into conflict
- Place confidence in your *process*
- Re-work the problem, continuously  
*WE* place *our* faith ...  
... in *your* leadership

# TAKING CARE

**Be safe – keep your distance**

**Help keep others safe**

**Take care of yourself -- *you* are an important resource for all of us**

Anxiety and constant surprise and problem solving are *weary-ing*

Seek (episodic) sanctuary

“Give yourself permission” when needed

**This is going to be a marathon**

## A SIGN ON AN OFFICE DOOR HERE ...

We ***ARE*** the professionals.

This ***IS*** the bigtime.

This is ***NOT*** a ***REHEARSAL***.

These may well be the most challenging issues  
of your professional and personal lifetime.

**All you should ask of yourself (or others) is to  
do the best you reasonably can.**

This ***MUST*** be done.

This may be one of the ***HARDEST***  
things that we have ever done.

***YOU*** can do it.

***ONLY*** you can do it.

**This time of year ...**

**Passover – Second Seder last Thursday**

**Easter Sunday is tomorrow**

**Vaisakhi is on Monday**

**Ramadan is approaching**

**GOOD LUCK  
AND  
GODSPEED**