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| Government Communication Service | Help your team to recover: a leader’s checklist |

During times of crisis, communication professionals can often be the people that have worked the most hours, sacrificed the greatest amount of personal time and have effectively worked at the coal face to manage the crisis.

How you choose to acknowledge this will differ from crisis to crisis or depending on the characteristics of your team, but here are a few ideas to get you started.

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| **1** | Remember to say thank you It’s an obvious point, but one that can be lost in the rush to return to normal business. You may want to hold a team meeting where you publicly thank individuals or the whole team for their efforts, and it may also be appropriate to provide one-to-one feedback to those who have gone above and beyond. |  |
| **2** | Make sure you honour any overtime or leave entitlements During a crisis you often hear managers and team leaders encouraging people to work longer hours or weekends with the promise of lieu time or overtime payments, yet these offers can be forgotten in the aftermath. If you have promised lieu time or overtime payments make sure they are delivered. |  |
| **3** | Reflect outstanding performance in end-of-year reviews In a similar way, make sure the work undertaken by team members is recorded in end-of-year appraisals and consider whether bonus schemes might be used to acknowledge those who made a particularly significant contribution. |  |
| **4** | Ensure the wider organisation acknowledges your team’s role As well as your personal gratitude, it is worth encouraging senior figures within the organisation to thank teams. This might mean encouraging your Secretary of State or Chief Executive to speak to your teams or email their thanks: a small gesture that can make a big difference to morale. |  |
| **5** | Make use of the connections you have built with colleagues across your organisation Crises often bring teams that usually interact on an ad hoc basis only together to work almost inseparably. Make use of these new connections, foster them and see how maintaining these closer working relationships may be able to help your team in the long run. |  |