Leadership & Governance in a Crisis

A CHECK LIST FOR NAVIGATING THROUGH COVID-19

Managing through crisis is challenging for communities – and modern governance becomes crucial. As Diligent and BoardEffect navigate these challenges, we are providing a voice in the conversation to help our customers and our partners succeed: through partnership, knowledge, and resource sharing.

From those trying to baseline and find a place to start, to those already rolling out policies, this check list provides a list of items to consider for modern governance and organization continuity planning.

As the conversation continues to evolve, so will we. Please be a partner and a voice in the conversation.

1. **Understand the threat.** The most important part of managing through crisis is understanding the threat to your organization. How are your employees, board members, volunteers, and missions impacted? Are there upcoming fundraisers or industry events that have been rescheduled, transitioned to virtual, or cancelled entirely? How does the crisis affect your operations, fundraising ability, community, and mission beneficiaries? Through daily leadership conversations and key resources, such as the CDC's travel advisories and resources from Johns Hopkins, organizations are assessing their threat level on a daily and hourly basis. Most importantly, they are making sure all employees are safe and their communities feel supported during this time.

2. **Evaluate initiatives.** Which upcoming initiatives need to be cancelled or adjusted, such as board or committee meetings, gatherings, and events? How can mission-driven organizations quickly establish policies and release communications to stakeholders about organizational changes or pivots? To minimize the impact on community members, nonprofits are making it a priority to cancel and adjust any initiatives that may increase the exposure to individuals.

3. **Establish employee guidelines.** Based on threat levels in each region, it is important to send employee communications early and often, and to make sure all employees feel safe and secure. In their communications, various organizations are shedding light on the situation, establishing guidelines and self-quarantine policies, setting up emergency employee communication systems, setting frequent manager check-ins, and more.

4. **Enable community continuity.** To ensure community members can confidently rely on your organization during this time, it is important to highlight the tools, resources, and practices in place for stakeholders, including providing updates on safety practices and communications, protecting employees and volunteers, and supporting remote work and meetings, if needed. Nonprofits are leveraging digital alternatives to normal operations, sharing content through online channels, and implementing new policies – especially with board members, turning events into virtual experiences, and taking comprehensive measures.

5. **Employ modern governance.** During this time, mission-driven organizations need to monitor and assess threat levels, community impact, and response plans in real time. Organizations reacting quickly and effectively are conducting daily administration calls to monitor the situation, setting up real-time feeds to communicate about critical issues with stakeholders, regularly consulting Legal counsel and their association on policies, facilitating unplanned and/or emergency meetings with the board, and establishing open lines of communication between the board and administration.

Please reach out to us for additional resources and support info@diligent.com. We are here to help.