



# LEADING THROUGH CHANGE

## 10 Things Leaders Can Do to Support Team Resilience & Organizational Mental Health



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### Acknowledge the Reality of Change & Diverse Experiences

- ✓ Change impacts people differently—some embrace it, some are uncertain.
- ✓ We don't always know the emotional burdens people are carrying when they show up to work.
- ✓ Responses to change vary based on past experiences, current stressors, and personal perspectives on the future.
- ✓ Every reaction is valid—our role as leaders is to create an environment where all employees feel seen, heard, and supported.



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### Enhance Predictability – Clear, Consistent Communication is Key

- ✓ Uncertainty creates stress. That's why we follow crisis communication principles.
  - ✓ Here's what we know: Provide clear, factual updates.
  - ✓ Here's what we don't know yet: Acknowledge gaps and commit to updates.
  - ✓ Here's what to expect moving forward: Offer a roadmap for the next steps.
- ✓ Regular updates ensure transparency and trust as we navigate this transition together.



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### Master the ACR Leadership Communication Framework

If your team is distressed, follow this ACR response.

- ✓ **A = Acknowledge** "We know this is a challenging time. I feel it too."  
(Share a personal example, if you are comfortable doing so.)
- ✓ **C = Compassion** "We care about you. We see you. We are all learning as we go."
- ✓ **R = Reassurance** "Your wellbeing is our priority. We are committed to supporting you. If you're feeling stuck, reach out—I've got your back."



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## Create Opportunities for Deep Listening, Open Dialogue & Early Actions

- ✓ Tell your team, “We want to hear from you—your insights help us provide meaningful support that meets real needs.”
- ✓ Use team pulse checks (quick check-ins during meetings), town hall meetings, and morale surveys to gauge wellbeing and identify challenges early.
- ✓ Normalize conversations about mental health by integrating them into regular discussions—make it as routine as safety talks or project updates.
- ✓ Foster open dialogue in team meetings, encouraging honest conversations about stress, resilience, and wellbeing.
- ✓ Act on feedback—listening is only the first step; making changes based on team input builds trust and engagement.



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## “We Have a Plan to Support You” – Serve Up a Buffet of Resources

- ✓ Offer Mental Health & Crisis Support.
- ✓ Remind People of Coping Skills and Available Accommodations.
- ✓ Leadership Support: Open-door policy for confidential conversations.
- ✓ Resource Hub: Direct employees to an online resource page (include a QR code or link).



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## Double Down on Authentic Gratitude

- ✓ Acknowledge and appreciate the dedication, resilience, and service of your team—especially during challenging transitions.
- ✓ Recognize specific individuals or groups who are supporting one another, demonstrating resilience, or embodying the organization’s mission.
- ✓ Connect this moment of change to the bigger vision—help employees see how their efforts contribute to long-term success.
- ✓ Foster a culture of appreciation through simple yet meaningful gestures like handwritten notes, shout-outs, or small recognition rewards.
- ✓ Gratitude is leadership in action—expressing appreciation builds trust, morale, and a sense of purpose in the workplace.



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## Promote Peer Support & Connection

- ✓ Encourage peer allyship—check in on colleagues, offer support, and foster trust.
- ✓ Facilitate structured connection opportunities like mentoring, buddy systems, or small group check-ins.
- ✓ Build a culture where asking for help is encouraged, and no one struggles in silence.



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## Recognize Resilience

- ✓ Even in challenging transitions, people demonstrate strength and compassion.
- ✓ Celebrate those who uplift others—acknowledge team members who go above and beyond.
- ✓ Reinforce core values: "This is what I know to be true about this team..." (Share examples of past resilience.)



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## Offer Spaces for Connection & Support

- ✓ Provide an open forum (virtual or in-person) for employees to check in, share, and support one another.
- ✓ Encourage safe conversations about struggle or distress.
- ✓ If the team is experiencing hardship, say, "While we must rise to these challenges, we also choose how we take care of each other."



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## Check In – with Self and Others and Adjust Regularly

- ✓ Lead by example—model healthy coping strategies, stress management, and work-life balance.
- ✓ Reflect: "How am I managing stress? Am I modeling resilience for my team?"
- ✓ Gather team feedback (surveys, one-on-one check-ins) to assess evolving needs.
- ✓ Adapt strategies based on real-time challenges and team input.

Contact us today for workshops on resilience, burnout and more.