

Be a Leader

SET THE TONE — a confident, calm leader creates a constructive environment.

MAINAIN THE FOCUS — foster a sense of purpose and optimism in your team.

ASSIGN BUDDIES TO FRONT LINE STAFF — look out for each other.

ROTATE RESPONSIBILITIES — tasks differ in complexity, difficulty, levels of stress, physical demands.

TWELVE HOURS MAX! — set up shift schedules.

LEAD BY EXAMPLE — if you don't take a break, your staff won't.

EMPOWERMENT — trust your team members.

ADDRESS ISSUES AS THEY ARISE — park your ego.

DIRECTION — communicate clearly.

ENLIST HELP WHEN YOU NEED IT — you can't do it all.

RECOGNIZE WORK WELL DONE — everybody's important — from support levels to the front line.

SECURITY & SAFETY — make sure your staff are safe.

HUMOUR — laughing is good!

INNOVATION — think outside the box.

PEOPLE ARE THE RESPONSE — get out on the front line!

