



J.A. Strategies, LLC & **KRIEGER SOLUTIONS LLC**

Jennifer Amstutz & Alan Krieger

Managing and Supporting Remote Staff

for Victim Assistance Programs Funded by:
New York State Office of Victim Services

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Workshop Objectives:

In this workshop, we will review:

- Leadership qualities that are valuable in a crisis
- Techniques for maintaining a solid leadership presence while remote
- Strategies for:
 - Providing Support & Boosting Morale
 - Communicating Effectively
 - Motivating Staff
 - Setting Expectations

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What is Leadership?

“Leadership is a process of social influence, which maximizes the efforts of others, towards the achievement of a goal.”

--Kevin Kruse, 2013

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Leadership

Leadership is about making others better as a result of your presence and making sure that impact lasts in your absence.

- Sheryl Sandberg, COO Facebook

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Leadership Presence

Leadership Presence is the skillset that enables leaders to motivate, inspire and connect to the thoughts and feelings of others.

- Dr. Mark Rittenberg, UC Berkeley Haas School of Business

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Leadership Qualities

- Realistic
- Detail-oriented
- Strategic
- Decisive
- Collaborative
- Calm
- Positive
- Empathetic
- Creative
- A Communicator
- Adaptable
- A Relationship Builder
- Self-controlled
- Confident

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Poll: What Leadership Qualities are Most Important in A Crisis?

CHOOSE NO MORE THAN 5

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Techniques For Maintaining a Solid Leadership Presence

- Provide support to employees
- Boost morale
- Communicate openly and often
- Motivate
- Set clear expectations

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Providing Support & Boosting Morale

The way to achieve your own success is to be willing to help somebody else get it first.

- Iyana Vanzant

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Providing Support

- Start from a place of trust
- Ask how people are doing and actively listen to the answer
- Expect variations in work-flow due to stress and family responsibilities
- Help staff members troubleshoot issues and road-blocks
- Encourage a “can do” culture

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Boosting Morale

- Provide opportunities for coworkers to connect socially
- When possible, give people a chance to help out others
- Encourage staff to take emotional breaks
- Make staff mental health a priority
- Provide & encourage wellness opportunities

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Communication

Communication is the sister of leadership.
- John Adair

The single biggest problem in communication is the illusion that it has taken place.
- George Bernard Shaw

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Communication

- Check in daily – both individually and with the team – and be an active listener
- Have an agenda for every conversation
- Don't create "meeting stew"
- Follow up in writing
- Consider Zoom "office hours" or "work hangouts"
- Establish clear communication methodology

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Communication

There is no such thing as over-communication.
- Alan Krieger

Be transparent.
- Jenny Amstutz

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Motivation

You don't motivate people.
You influence what they're
motivated to do.

- John Woods

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Motivation

- Create a focus on immediate mission and core values
- Connect individually - each person will respond and relate differently, facilitate
- "See" the work people are doing and give positive feedback (be specific)
- Try and keep your own stress to yourself
- Quickly correct misinformation and address dissatisfaction

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Good leaders make people feel that they're at the very heart of things, not at the periphery. Everyone feels that he or she makes a difference to the success of the organization. When that happens people feel centered and that gives their work meaning

- Warren Bennis

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Setting Expectations

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Setting Clear Expectations

Have clear expectations and flexible methods

- Agree on work hours and check ins
- Be clear about what pre-existing expectations are still in effect and which are not
- Decide on what projects are current priorities
- Link work back to immediate mission and core values
- Encourage problem-solving

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**Office of
Victim Services**

Training & Technical Assistance Request

- Training and Technical Assistance at NO COST to OVS funded VAPS
- Training, coaching and consulting can all occur remotely
- For more information:
<https://ovs.ny.gov/training-technical-assistance-request>

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The OVS Resilience Webinar Series

April 21 10:00 a.m. [Caring for Yourself While Caring for Others: Self-Care and Stress Inoculation](#)

April 23 1:00 p.m. [Managing Yourself Remotely: Time and Task Management](#)

April 28 10:00 a.m. [Financial Sustainability for Victim Assistance Programs](#)

May 5 1:00 p.m. [Building and Managing Teams Remotely](#)

May 13 11:00 a.m. [Managing Performance Remotely](#)

Visit ovs.ny.gov/vap-training-center to register!

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Individual and Group Coaching

- No project application required
- Group coaching
 - Gain peer support and share peer wisdom
 - Groups of no more than 8 leaders
- Individual Coaching
 - Independent “ear” during crisis times
 - Explore new strategies and problem-solving ideas



For more info:
See links on OVS Training Center & TTAR pages
To sign up: www.Calendly.com/ovs-ttarp

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Questions & Concerns?
Type them into the Chat Box

Or Email us later:

- jennifer@JAstrategies.com
- alan@KriegerSolutions.com

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**Thank You
for your time and
participation!**
