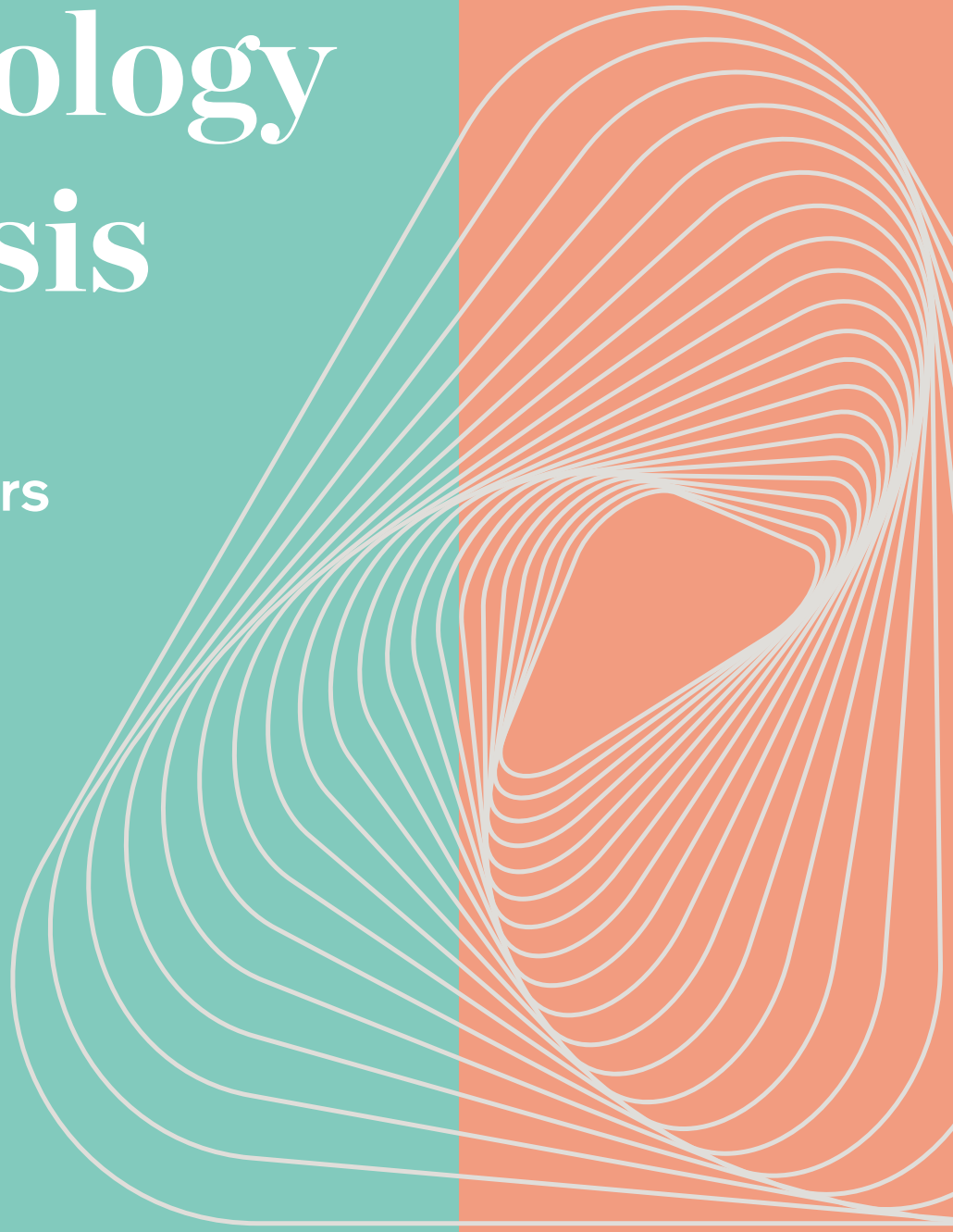


The Psychology of Crisis

Crisis GPS for
Spiritual Leaders



CHURCHES
— THAT — HEAL

Five areas in which God has designed us to function and how to lean in when crisis attacks our infrastructure

We are designed for Connection

When connection is attacked...

- Lead with empathy
- Communicate often
- Process with your people about how it is affecting them—don't fear getting personal
- Share with each other about effective coping mechanisms
- Get creative to connect virtually and often—and make it fun!

We are designed for Structure and Routine

When structure and routine is attacked...

- Recreate new structures and routines!
- Set up regular, virtual meetings with your team that have structure
- Give your people command and control over tasks
- Be hyper structured about roles and responsibility and check in on them often
- Define priorities of what needs to be done right now
- Create a Crisis Response Team



2

We are designed with the Fight-or-Flight Response

When fight-or-flight is attacked...

- Limit when and how often you are exposed to the news
- Practice mindfulness; take unhelpful thoughts captive
- Stop imagining and instead, deal with the reality
- Dispute worry with God's Word
- Instill a gratitude practice
- Engage in the NOW over the not yet



3

We are designed to be in Control

When control is attacked...

- Create two columns: one of things you are in control of, and one of things you are not
- Practice healthy compartmentalizing by limiting yourself to worrying about things you're not in control of for 5–10 minutes
- Actively engage in what you have control over
- Work on how to best use the white space you've been given in this season



4

We are designed for Competency

When competency is attacked...

- Set your people up to contribute and do things they are good at
- Create incremental, accomplishable goals for yourself and your team
- Practice competent communication that is simple, clear, honest, and compassionate



5