

# Seasoned Advice for Local Government Managers: Six Guiding Principles for Managing Through a Crisis

Our consultants at McGill have over 100 years of collective experience in local government management, including a proven track record for overcoming setbacks from the Great Recession, 9/11, and other difficult times. Together, they have developed these lessons from their experience.

1



## Lead by Example

Remain calm. Be positive, present, flexible, and appreciative. Become a great listener.

2



## Show Compassion

Express empathy and show compassion for your team.

3



## Communicate

Stay up to date on emerging developments and policy issues, and keep everyone informed.

4



## Collaborate

Call on your resources — give everyone a role and opportunity to contribute.

5



## Budget Strategically

Involve others through creative brainstorming (multi-year financial forecasting is critical).

6



## Take Care of Yourself!

- Eat healthy
- Exercise
- Get plenty of sleep
- Connect with others
- Take breaks



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