



Checklist: Communication for Personal Resilience

Before

- Connect people with similar interests through organizations, meetings, and websites to match skills with pandemic “chores.”
- Give step-by-step directions to follow.

During

- Help people help others.
- Focus people on a goal: “Keeping my family safe.”
- Remind people that they have overcome past struggles (especially community specific struggles).
- Remind people about core societal values: We value our independence. We value resourcefulness.
- Show how people “just like me” are managing.
- Challenge people to do their best.
- Remind people of their individual value to the community.

After

- Acknowledge that negative life experiences have meaning and we can learn and grow.
- Show respect by acknowledging losses in a personal way (e.g. the mini biographies published of those lost at the World Trade Center).
- Acknowledge the shared misery and direct people to acts of hope.

