

Supporting The OD Community During The COVID-19 Outbreak



1 Be available

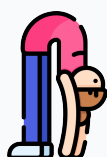
Make sure that clients and their networks know that your OD team is available and how to contact you.



2

Embrace the challenge of Web dialogues

Online meetings are a valid and safer alternative to home visits during the Covid-19 outbreak. Give advice about how to use the technology and how to stay connected in case of Internet failure. Members of the network do not need to be in the same room as long as each person has access to internet or phone.



3

Be flexible and discuss options openly

Discuss with clients how and when to arrange the meetings. Some clients may need to anticipate meetings, call more often or come to your office, to go out of their homes during the lockdown. Be flexible and do not blame them.



4

Be sensitive

During an online meeting, particularly sensitive issues may come out. Professionals should ask families if they want to deal with it online or wait for a live session.



5

Tolerate the uncertain times

It is a moment of considerable uncertainty and anxiety. Be honest. Instead of saying that everything will go well, you might say:

"Mankind has already survived similar circumstances and we are confident that a solution will be found. However, we do not know what the solution will be nor the time it will take to implement it." (Jaakko Seikkula)



6

Promote democracy

During emergencies, fear and authoritarian views can prevail. Invite and give room for different points of view. Encourage pluralism during meetings and in your communities.



7

Stay connected

We are all in this together. Promote dialogue within OD teams & networks to lessen isolation and to deepen social connections.