



# How can I do my job well right now?

## 1. CALL YOUR PEOPLE

## 2. LISTEN TO THEM. JUST TALK. JUST SAY HI.

## 3. HOLD THEIR ANXIETY. VALIDATE.

## 4. IF YOU CAN, RESPOND TO THEIR NEEDS.

## 5. LISTEN FOR REPETITION.

If you hear the same thing repeatedly, develop a strategy. Maybe it's a What's App group for a collection of lonely parents. Maybe it's a "quarantini" happy hour. Or, maybe there is no strategy. Maybe people are too full, too busy.

## 6. KNOW THE CONTENT

The content right now is people's needs, wants, fears, and hopes. It probably isn't activities for kids. It's not a lecture, or a book discussion. It might be lighting Shabbat candles.

## 7. BIG QUESTIONS

If the content is people's big questions—about the economy, about being sick, about their own job security, about being home, about being a good parent, about being lonely—the resources are Judaism.



## 8. THIS IS UNIQUELY JEWISH

+ We do this work because we believe that when we enter the world grounded in our identity, we make more sense and we bring more to each other. Encourage the sharing of personal stories. Celebrate birthdays. Encourage virtual lunch groups, and virtual learning.

+ We do this work because we believe that our tradition brings us and the world extraordinary value.

+ Our tradition is a container for exploring big questions.

## 9. HOW DO WE DO ALL OF THIS?

Our challenge is to figure out how we do this work when we weren't trained for it. How do we be part social worker, part teacher, part empath, part rabbi? How do we work within Jewish tradition when we are just learning the tradition ourselves? And how do we explore questions when we have the same ones?

## 10. DONT JUST PUT EVERYTHING ONLINE

A virtual version of real life is not the answer. (Though maybe we need fewer programs in real life, too!)

**Remember that JFNA is here to support you and your Federation.  
Please let us know if there is anything we can do to help!**