Many forms of crisis—from public safety emergencies to natural disasters and political firestorms—can affect state arts agencies and their constituents. To help state arts agency leaders navigate turbulent times, NASAA recommends the following resources on crisis communications and crisis leadership.

Leading in Times of Trauma

Published in the Harvard Business Review, this article describes specific actions leaders can take to promote organizational compassion in times of trauma.

Crisis and Emergency Risk Communication (CERC) Resources

This guide, published by the U.S. Centers for Disease Control and Prevention, articulates six key principles for crisis leadership: be first; be right; be credible; express empathy; promote action and show respect. The CERC profile of The Psychology of a Crisis is especially useful.

The Practical Advocate: Communicating about Arts Controversies

Designed specifically for state arts agencies and state arts advocates, this guide offers advice on crisis communications and maintaining civic dialogue in politically polarized times.

The Biggest Mistakes in Crisis Communications

This candid essay doesn't pull any punches as it explains 13 counterproductive reactions that organizations too-often display in the midst of crises.

Leadership in a (Permanent) Crisis

A trio of authors from Cambridge Leadership Associates offers a framework for adaptive leadership relevant to both acute and ongoing uncertainty.

Responding to Community Trauma

Explore this advice from NASAA's Assembly 2016 workshop. The workshop offered concise summaries of guiding principles for disaster grant making as well as arts-based recovery efforts.

Exploring the Ways that Arts and Culture Intersect with Public Safety

Produced in a partnership between ArtPlace America and the Urban Institute, this research summary was prepared after the uprisings in Ferguson and Baltimore.

Leadership in Turbulent Times: Competencies for Thriving Amidst Crisis

This academic paper takes a deep dive into six competencies for leading organizations in turbulent times. The authors look beyond immediate public relations imperatives to examine trust-building and ways that crises can leverage change and strengthen organizations.