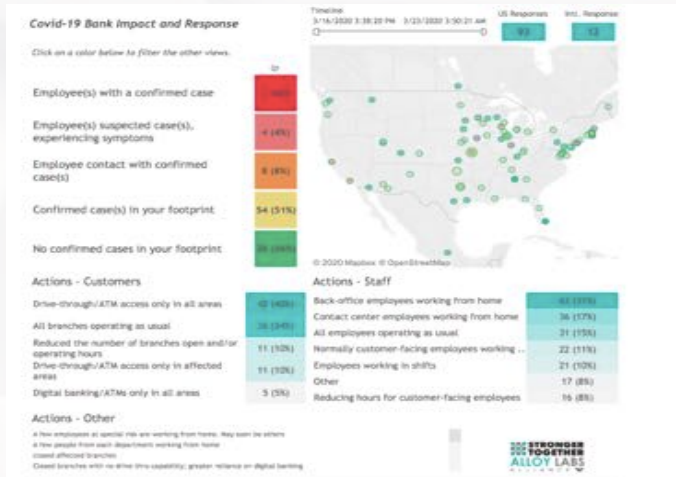


## Key Takeaways

- Respond quickly to arising issues, but also start thinking ahead about follow-on and new issues
- Prioritize highest impact issues first, days or even hours can be precious
- Figure out the most important questions early, even you don't have the answers yet
- Use the data you have now to get started and add to it, don't wait for the data you wish you had
- Train employees on how to handle the most likely issues, this will be new for some
- Get comfortable acting with 70% of the information and make best guesses along the way
- Figure out the best places to gain leverage by automating manual tasks
- Shift internal resources from underutilized areas to cover big demand
- Cross-train and reskill employees to improve their flexibility
- Spread the work out over shifts to work around bottlenecks
- Starting working now on efficient process to handle the most likely upcoming issues
- Share your knowledge and your questions with peers- it doesn't make sense for five bankers to all figure out five questions each when they could all figure out one and share the answers
- Look for ways to share the workload - build tools to solve common issues and diligence/implementation costs once you understand what problem you're trying solve

# Resources



## AlloyLabs.com

The Alloy Labs Alliance is a consortium of over 40 community and mid-sized banks who collaborate to develop and adopt new ideas. The information shared is based on their collective knowledge and experience.

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**BANKING TOPICS**

## Coronavirus Disease 2019 (COVID-19)

Pandemic Response and Business Continuity Resources for Banks

**RELATED TOPICS**

This page contains a range of resources to assist banks as they respond to the 2019 novel coronavirus. The resources are curated daily to include the **latest guidance** from financial regulatory agencies, situational assessments from public health officials, business continuity planning recommendations and more.

**RELATED PRODUCTS**

- Coronavirus Communications Toolkit for Banks
- Enterprise Risk Management - Crowe
- State Legislative Tracker: See What State Legislatures are Doing for COVID-19

**NEWS**

**NEWSBITE**

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APRIL 04, 2020

## ABA.com/coronavirus

The American Bankers Association is the banking industry's champion. America's banks are helping the nation thrive—delivering jobs, growth, safety & convenience..