

# BUILDING ORGANIZATIONAL RESILIENCY

SIMPLE STEPS WITH HUGE IMPACT

## ACT AS A COMMUNITY.

### EXERCISE PATIENCE AND ASSUME GOOD INTENTION

Support your colleagues, partners, and customers. Give them space as they figure out their new normal during this time – assume everyone is doing the best they can. Act responsibly and remain committed to understanding and attending to each individual's needs. Be open to outside perspectives and contribute your insights for the greater good. Be collaborative and share resources to lift one another up. Ask your community what their challenges are, help them get what they need, and try to be part of the solution. Together we can overcome adversity.



## RELY ON CREDIBLE SOURCES FOR NEWS.

### AVOID MISINFORMATION AND DRAMA

Be on top of the latest developments from the most credible sources. Closely monitor what others are doing to adopt the best strategies for your team. Fact check before acting on news and resist feeding the rumor mill. Proactively search out answers and share tools.



## MAKE DATA-BASED DECISIONS.

### BE PRUDENT AND USE GOOD JUDGEMENT

Demonstrate careful consideration when handling practical matters. Base decisions on solid information to minimize risk and exposure. Try to remain objective and logical when you react. Be mindful that everyone else is under similar pressures as you. Be reasonable with your expectations of yourself and others and judicious in your approach to dealing with the variety of challenging situations.



## COMMUNICATE WITH SPEED AND TRANSPARENCY.

### CREATE BI-DIRECTIONAL INFORMATION FLOW

Communicate quickly and with accuracy. Give as much information as you know, when you know it. Admit when you don't have all the answers. Communicate regularly and consistently. Communicate through a variety of channels. Provide opportunities for bi-directional communication and just listen. It is important for people to feel heard and others can often share more or different relevant information. Ask for help and input when you need it.



## STAY POSITIVE.

### OUTSMART FRUSTRATION AND FEAR

This crisis acts like a common denominator and does not single out any business. Focus on what you can control and let go of those things out of your control. Challenge your own personal negativity and share positivity with others. Research in psychology clearly shows that "positivity" is the characteristic most correlated with resilience in highly successful individuals. Remain optimistic and solutions-oriented when communicating with colleagues, partners and clients. Take time for self-care so you can find strength—mentally and physically—to remain calm and resourceful.

