

CRISIS LEADERSHIP

Prepare. Respond. Recover.

Practical insights for leading through disruption.

RECOVER: RESILIENCE IS LEARNABLE.

People and organizations can learn to be resilient. Resilience is the ability to withstand, adapt to, and recover from adversity and stress.

01

WITHSTAND CHALLENGES



Maintain essential functions and minimize disruption during a critical incident.

02

ADAPT TO CHANGE



Adjust, innovate, and keep moving forward despite changing conditions.

03

RECOVER AND REBUILD



Restore performance, wellbeing, and confidence when disruption is significant.

FIVE RESILIENCE SKILLS FOR STRONGER RECOVERY

These organizational and employee skills can be learned to strengthen recovery and improve preparedness for future disruptions.

ORGANIZATION FOCUS		EMPLOYEE FOCUS	LEADERSHIP APPLICATION
	Organizational Awareness	Situational Awareness	Assess what has changed, identify ongoing risks, and prioritize recovery efforts.
	Adaptive Decision-Making	Cognitive Flexibility	Modify plans, processes, and expectations based on current conditions.
	Psychological Safety	Emotional Regulation	Encourage open communication, acknowledge concerns, and create a safe environment for discussing challenges and mistakes.
	Cross-Functional Collaboration	Social Support Skills	Strengthen teamwork, share resources, and leverage relationships to accelerate recovery.
	Lessons Learned & Continuous Improvement	Stress Recovery Skills	Conduct after-action reviews, capture lessons learned, restore capacity, and improve readiness for future disruptions.

CRISIS LEADERSHIP TAKEAWAY:

Resilience is built through informed leadership, adaptive action, trusted relationships, and continuous learning. When organizations and employees develop these capabilities together, they are better positioned to restore stability, navigate change, and emerge stronger from adversity.