



Critical Incident Response Services (CIRS)

Confident in Crisis. Resilient in Recovery.

Crisis Leadership

Prepare. Respond. Recover.

Recover: Resilience is Learnable

People and organizations can learn to be resilient. We define resilience as the ability to withstand, adapt to, and recover from adversity and stress. People and organizations *withstand* challenges when they face a critical incident while maintaining essential functions and experiencing minimal disruption. *Adapt* means that when disruption occurs, people and organizations adjust, innovate, and continue moving forward despite changing conditions. Despite best efforts to withstand and adapt, a disruption can be significant enough to test resilience and requires intentional efforts to restore performance, wellbeing, and confidence.

The following five organizational and employee resilience skills can be learned to strengthen recovery and improve preparedness for future disruptions.

Objective	Organization Resilience	Employee Resilience	Application
Restore	Organizational Awareness	Situational Awareness	Assess what has changed, identify ongoing risks, and prioritize recovery efforts.
Adapt	Adaptive Decision-Making	Cognitive Flexibility	Modify plans, processes, and expectations based on current conditions.
Rebuild	Psychological Safety	Emotional Regulation	Encourage open communication, acknowledge concerns, and create a safe environment for discussing challenges and mistakes.
Reconnect	Cross-Functional Collaboration	Social Support Skills	Strengthen teamwork, share resources, and leverage relationships to accelerate recovery.
Improve	Lessons Learned and 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.

Thank you for reading. All Crisis Leadership briefs and infographics are available for download at our website criticalincidentcare.com/crisisleadership. These resources are designed to help leaders prepare with confidence, respond effectively, and recover with resilience.

The Executive Crisis Leadership Brief from CIRS | Monday September 28, 2026
A practical guide for leading through disruption.



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