

Recovery & Resiliency

(In a time of uncertainty)

Tom Peters: *Thriving on Chaos*

- Agility – the ability to change course overnight.
- Humility – understanding that we cannot control everything.
- Confidence – try anything and everything, keep or move on.

#1.Headwinds & Tailwinds

Inventory What You Know...

- Uncontrolled virus
- Lack of therapeutics or vaccines
- Lack of a national response strategy
- Lack of public discipline or will
- Confused messaging/guidelines and directives
- Economic instability/disruption
- Businesses closed/may not reopen
- Unemployment
- Changes in how we work, live , play

- List your community's assets, strengths and resources that can be tapped and rallied to manage and mitigate a disruption.
 - *Identify weaknesses or liabilities too.*
- List your organization's assets, strengths and resources that can be marshalled to manage and mitigate a disruption.
 - *Identify weaknesses and liabilities too.*

#2. Adapt!

"The situation is fluid..."

- *Response is immediate survival...*
- **Recovery** is evaluating your business (organization) within the context of a situation and adapting to the demands of that situation with short term and long term adaptations, strategies and tactics.

- **Recovery** requires curiosity, courage, creativity, resourcefulness and the ability to make good decisions and mistakes, change and move on.
- If you don't have these characteristics, find someone in your business or organization who does and let them lead...

#3. Set a Course.

Knowing what you know...

- **Resiliency** is about learning from your experiences and better preparing for the next inevitable disruption.

- **Use this disruption to:**
 - Learn more about yourself, your business, your customers.
 - Honestly assess the vulnerabilities revealed.
 - Address those vulnerabilities!
 - Take steps to better manage and mitigate a disruption - make adaptations that will help you more quickly evaluate, respond, assist, stabilize and minimize impact.
 - Be ready!