Three Two Certain Things in Life
Resilience:

The ability to survive a crisis and thrive in a world of uncertainty

Look beyond the Risk to see the opportunities
Planned and adaptive capabilities

Greater Resilience

www.resorgs.org.nz
Indicators of Resilience

Planned Aspects of Resilience
What CEOs think builds Resilience

- Scenarios and simulations
- Training
- Communication
- Strategic planning
- Compliance checking
- Agreements with stakeholders
- Business continuity plan

Who CEOs think build Resilience

- HR department
- The board
- All staff
- Business continuity
- Technical specialists
- Members of an industry association
- Overseas leadership
- Compliance

Change The Way We Plan

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“Plans are worthless, but planning is everything”, Dwight D. Eisenhower

Plan To Adapt!
BOPLG Resilience Scores

BOPLG Indicator Scores

Practice Resilience As A TEAM Sport

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Planned and adaptive capabilities

Not all Resilience Indicators are Equal
What Makes Organisations resilient?

Findings from NZ Government Funded Research Project

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Context

- 2010-2011 Canterbury Earthquake sequence
- Earthquake losses equal to 20% of NZ GDP!
- Studied 11 NZ infrastructure organisations
- Purpose: To develop managerial and organisational best practices to improve the resilience of New Zealand infrastructure organisations

Venkataraman Nilakant & Bernard Walker

Findings of Study

- Identified six themes, important in managing a post-disaster environment:
  1. Valuing Employees
  2. Leadership Type
  3. Collaboration
  4. Learning orientation
  5. Resources
  6. Context
- We focused on the first four that are common to all organisations

Venkataraman Nilakant & Bernard Walker
Building adaptive resilience is a long-term process

- It involves developing cultures & competencies

Takeaways

- Adaptive resilience is built through social processes, NOT
  - Procedures,
  - Structures, and
  - Physical assets

- Valuing people, fostering collaboration and promoting learning are the three most important social processes

- Leadership that facilitates these three processes enhances the adaptive resilience
Striving Through: Tips, tactics & plans for managing your business through a crisis

Available free at: www.resorgs.org.nz/booklets

Resilient ORGANISATIONS
A collaboration between research & industry

- Erica Seville: erica.seville@resorgs.org.nz
- John Vargo: john.vargo@resorgs.org.nz

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