

5 Questions to Ask When Building Your Organizational Resilience Strategy

Organizational resilience is the ability to effectively respond to threats and dynamic circumstances while maintaining the continuity of your operations and the morale of your stakeholders. Regardless of the size of your organization, developing this type of culture is a must in today's world.

Use these tips to build a culture of organizational resilience



one

Start with the basics

What does organizational resilience mean to your business?

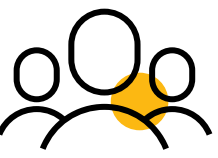
Preparation is crucial to effective critical event management (CEM).

Nearly

3/4

of respondents experienced **at least two types of incidents** over the past 18 months.¹

Think back to the outcome of your last several critical events and consider how an optimized outcome would look. Identify what you could and should do differently.



two

Identify the stakeholders

Who owns the strategy, and how will those different leaders come together?

The ability to coordinate across your organization is vital to making sure everyone pulls together toward a common goal—in emergencies and everyday operations.

Only

18%

of those surveyed reported using an **enterprise risk management team to lead CEM**, and just 1% said their agency distributes responsibility across the entire organization.²

If this sounds like your business, begin brainstorming with leaders to determine how you will change it.



three

Strategize the game plan

What's your budget, whose buy-in do you need and how do you sell it internally?

Answer these questions based on your expected areas of impact and the financial breadth of their resulting damages. Budget and value statements will then flow accordingly.

For the majority of organizations surveyed, the most common impact of incidents are **operational disruptions and delays**, followed by reputational harm and ineffective internal/external communications.³

Review your findings to determine priority areas for immediate process revision.



four

Outline the operation

What resources and supportive technology are needed to eliminate your process gaps?

Usability and reliability are crucial elements of technology to facilitate critical event management. If your existing system doesn't take advantage of AI-power and analyst-vetted risk intelligence, it's time to start shopping.

Nearly

2/3

of respondents said their agency **lacks technology** for risk intelligence and management, governance and compliance.⁴

Today's threat landscape demands modern technology to keep your people, places and property safe.



five

Map the route

Where should you start, and what would a quick win look like within a given department or team?

Analyze the biggest changes in your industry in the past two to five years. Once you've identified where those changes have created new or increased risk, determine the benchmark events. By gathering lessons learned in this way, you can avoid the all-too-common mistake of underestimating the future of risk.

Only

30%

of survey respondents are **very confident they can handle the increasing complexity** of risk management in the future.⁵

Differentiate your business by setting the bar for the outcomes you wish to achieve, rather than scrambling to hurdle obstacles at random.

Learn more actionable steps to create a culture of organizational resilience.

¹⁻⁵ Source: [Recent commissioned study conducted by Forrester Consulting on behalf of OnSolve](#). "Failing To Plan Is Planning To Fail," October 2021