

A photograph of a lighthouse on a pier at sunset. The lighthouse is a tall, cylindrical structure with a red lantern room on top. It is situated on a wooden pier that extends into the water. The sun is low on the horizon, creating a warm, golden glow and long shadows on the pier. The sky is filled with soft, colorful clouds.

**Resilience:
how to
survive
a crisis**

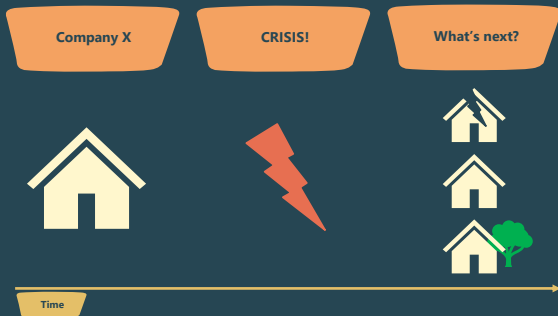


Imagine the future.
Make it happen.
Create value.

What is resilience?

The first definition of the term "resilience" comes from physics and refers to the ability of a substance to return to its original state after extreme stress. This definition can easily be applied to the business world by asking the following questions.

- How does a company react after a shock?
- What impact does this shock have? Is the company too heavily impacted? Does it manage to remain the same after the shock? Does it overcome it, learn from it, and improve?
- Does the company find its previous stability after a shock/crisis?



Why should one care about Corporate Resilience? Corporate Resilience is all about the art of finding the right balance between robust and "safe" processes while maintaining the capacity to be agile and react quickly – even when it demands to "act differently than usual" (see one-pager: "Stable agility"). This will allow companies to thrive even in times of crisis or after a shock.

Organisational resilience covers many disciplines and tools as it is a dense and a 360° topic. Knowing this, one can enhance the resilience capacity of a company from various angles and by supporting different initiatives that can be conducted simultaneously.

What are the topics that constitute Corporate Resilience?

The common denominator between all the stakeholders of a company is that they are all human beings that are connected and that form an ecosystem (see one-pager: "Ecosystem"). Therefore, many elements of Corporate Resilience are "people-oriented" – yet completed by specific hard skills and methods. Here is a non-exhaustive list of elements that contribute to resilience according to AGILIS:

- Strategic thinking and implementation of a robust strategy
- Purposeful and transparent internal communication
- Sincere consideration of the people's health and safety
- Proactive prevention of destructive behaviours
- Crisis anticipation, training, and management
- Development of the capacity to operate in an uncertain environment
- Detailed understanding of the structure and the hidden dynamics of the company
- Capacity to conduct mediations and sensitive discussions
- Development of the audacity to improvise and empower individuals that have this capacity

Strategy as an anchor for building corporate resilience

A company should define a strong and realistic strategy allowing to share long-term and motivating objectives to the various sectors or teams. The capacity to be ambitious, while remaining truthful to the mission and purpose, of the company is the first and very important step to enhancing Corporate Resilience. This strategy should also include objectives and metrics focusing on the people's needs and well-being. This implies that managers should pay attention to their staff and whether or not they find sense in what they are doing.

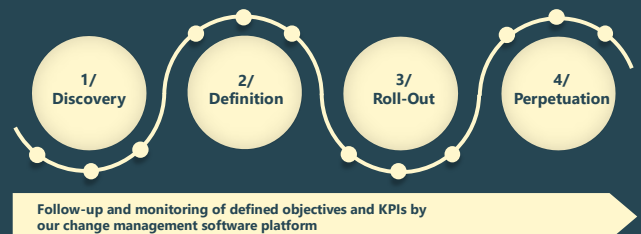
Sense-making is an important element of Resilience as it increases (if well managed) the emotional bond between the employee and the company. This will be a great asset and strength in the case of a crisis.

Resilience: the pieces to the puzzle

Improving resilience means to act on the following dimensions:



As in all transformation projects, AGILIS uses its proven four step approach that ensures the long-term value of the achievements:



Would you like to have an overview of our methods or start with an overview of the resilience level of your organisation? Please contact us and we will be happy to answer your questions in a first meeting, which of course does not involve any commitment.

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