TIPS FOR MANAGING CRISIS AND DISRUPTION

As we mark the 10th anniversary of the February earthquake in Canterbury, NZ we share ten key lessons we have learnt through our years of research and working with organisations to build their resilience. Our tips also draw on the data we have gathered from thousands of businesses impacted by the Canterbury earthquakes, by COVID-19, and other national and international disruptive events.

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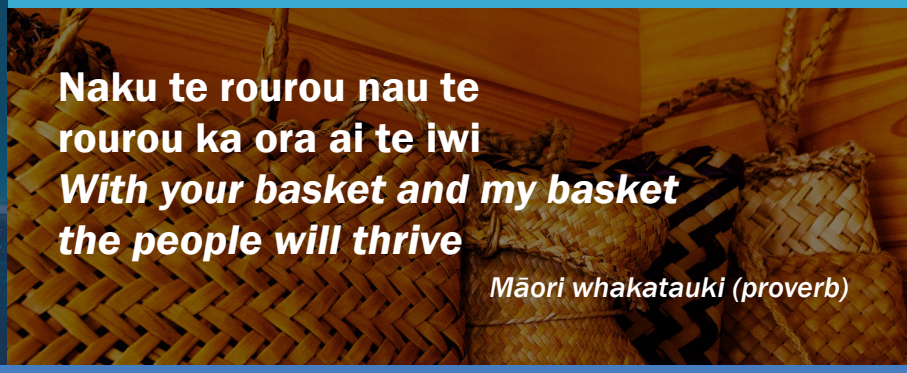
Resilient ORGANISATIONS

COLLABORATE FOR SUCCESS



Naku te rourou nau te rourou ka ora ai te iwi
With your basket and my basket the people will thrive

Māori whakatauki (proverb)

Look outward when times are tough

For many businesses tough times prompt a 'battening down the hatches' approach. But, these are the times when you need to reach out and talk about the challenges your business is facing. When times are tough most people genuinely want to help and sharing a problem is a great way to generate new ideas.

Building relationships helps recovery

It is well established that building relationships pre-crisis is good practice in disaster preparedness. However, we have also seen many successful collaborations formed during a crisis where there has been no prior relationship.

Fostering these trusting relationships with other organisations, including competitors, customers, and business associations, provides you with resources, moral support, information and inspiration that supports recovery. Doing this before the crisis is best, but it is never too late to start.

Two heads (or more) are better than one

Leading an organisation can be a lonely task.

Teaming up with other organisations can provide a much needed sense of camaraderie. It can also help generate ideas on how to adapt to the new environment.

Our research shows that providing opportunities for organisations to interact with each other, regardless of their prior interactions, enables opportunities for new collaborations that may provide innovative solutions to the challenges posed by the disruption.

Check out these free resources on collaborating for success:

- Striving Through
  Tips, tactics, and plans for managing your business through a crisis
- QuickStart Guide 4:
  Leveraging your social capital during a crisis

Available to download from resorgs.org.nz/resilience-booklets

Want to know more about building your organisation's resilience? Get in touch to find out more.

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