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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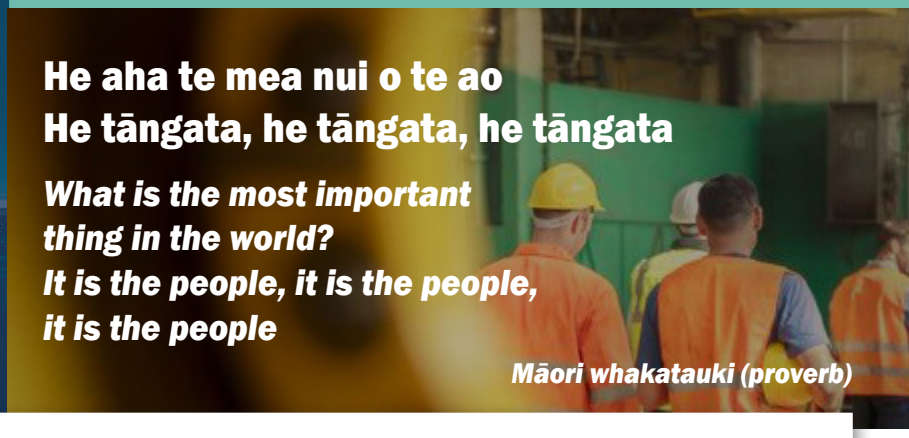
Resilient ORGANISATIONS

TAKE CARE OF YOUR STAFF



He aha te mea nui o te ao
He tāngata, he tāngata, he tāngata

What is the most important thing in the world?
It is the people, it is the people, it is the people

Māori whakatauki (proverb)

Find ways to support your staff

Following the Canterbury earthquake, businesses consistently reported that managing staff was one of the most challenging aspects of their recovery.

Some ways to support your staff after a crisis include:

- ✔ acknowledging the extra efforts they are making
- ✔ providing increased autonomy and flexibility around job descriptions and performance management
- ✔ committing to well-being initiatives such as the 'five ways to well-being' (see mentalhealth.org.nz for more information), and
- ✔ helping to ensure staff have access to necessities (water, food, shelter, child care etc).

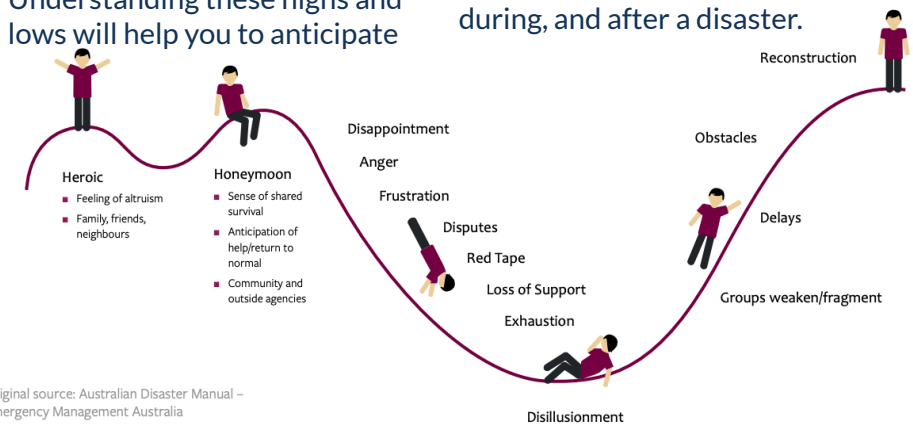
Taking care of your staff helps your organisation recover

Canterbury organisations that undertook initiatives to assist staff wellbeing saw staff better able to cope with challenges and a noticeably more positive mood towards their ongoing challenges.

Although everyone experiences a disaster differently, common patterns tend to emerge (see below).

Understanding these highs and lows will help you to anticipate and respond to challenges through the recovery period.

You don't need to wait for a disaster or disruption to improve staff wellbeing. The recently released International Standard (ISO 22330) "Guidelines for people aspects of business continuity" focuses on the duty of care that organisations have to ensure staff wellbeing before, during, and after a disaster.



Original source: Australian Disaster Manual – Emergency Management Australia

Check out these free resources on taking care of your staff:

- ✔ Staffed or Stuffed
  Creating resilience through your people
- ✔ QuickStart Guide 4:
  Leveraging your social capital during a crisis

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

We can help ensure your crisis management and business continuity plans enable you to take care of your people.

Get in touch for a no obligation chat.

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