



ORGANISATIONAL RESILIENCE IS **ONLY EFFECTIVE WHEN LEADERS UNDERSTAND** WHAT'S HAPPENING WITHIN THEIR WORKFORCE. BUT **IT'S NOT EASY TO GET A CLEAR PICTURE** OF HOW YOUR TEAM ARE COPING WITH, AND PERFORMING UNDER, INCREASED PRESSURE.



UNFORTUNATELY THE TIMES AT WHICH RESILIENCE IS MOST NEEDED ARE ALSO THOSE WHEN KEY SIGNALS AND BEHAVIOURS BECOME SKEWED.

Temporall helps leaders gain clarity during a crisis. Our Organisational Resilience Index provides detailed analysis of the 30 attributes associated with outstanding organisational resilience. Here are some of the key signals that indicate how resilient your organisation actually is, and the associated behaviours required from you as a leader:

Leadership & purpose

Signals to monitor

- Employees unclear on organisation's purpose and values
- Workforce unfamiliar with leadership team and their priorities
- Communication from senior leadership infrequent / not relevant to whole business
- Employees do not have visibility of both immediate priorities and longer term vision

Behaviours to adopt

- Executives exhibit core company principles in an authentic and consistent manner
- Leadership teams share reminders of purpose and crisis responses strategy - at a steady cadence
- Internal communications contain reassurance and empathy, creating connection with leadership
- Executives communicate long term strategy for organisation

Culture & support

Signals to monitor

- Line management process not widely understood
- Opportunities to learn or develop new skills are limited
- Leaders perceived to overlook key initiatives such as work/life balance or flexible working
- Employees unclear where to go to for guidance or support

Behaviours to adopt

- Increase 'inclusive leadership' strategies to hear and address employee concerns
- Communicate the available support channels - through line management, HR, departmental leadership etc.
- Showcase wellbeing policies and support best practices (e.g. access to counselling; workplace ergonomics)
- Maintain commitments in personal development and training

Systems & practices

Signals to monitor

- Workloads predominantly reactive with little or no bigger picture context
- Dissatisfaction at availability, consistency or effectiveness of key tools
- Lack of information sharing across teams or units
- Workforce not clear about, or aligned to, core business continuity processes

Behaviours to adopt

- Have concise, easily accessed directory of key policies and processes
- Communicate variations to typical operating procedure - and reiterate across teams
- Undertake audits of systems / tools / resources required to deliver roles
- Regular check-ins with employees to ensure updated model is working

TEMPORALL BRINGS CLARITY TO ORGANISATIONAL RESILIENCE AND CRISIS RESPONSE.

