



Leading your organisation into the future: Reflecting on your response to COVID-19

COVID-19 reminded organisations that unpredictable events can hit at any time.

It happened quickly. Organisations suddenly needed to make decisions on a response to a virus the world knew little about.

It has taught companies powerful lessons that can enable them to respond more effectively to the next crisis. It should not be perceived as a one-off event but rather an indicator of how well your organisation can respond to any test.

Amongst the chaos, have you had a chance to stop, pause and reflect?

Debrief workshops can help your business respond

Why now?

- Memories of what happened during the early stages of your response and the context in which you had to make decisions will soon fade. Information and lessons learned may be lost.
- Preparation before the pandemic had an impact on how effectively your organisation responded. Was this sufficient preparation?
- Did you respond quickly enough in January and February, when the coronavirus was spreading in China?
- As the saying goes, “Identical crises never happen twice”, however, this makes it even more important to learn whether your workplace has the skills of adoption, invasion and tolerance for uncertainty.
- It’s not over. There are other similar pandemic risks which might severely impact your organisation in the future.



We can offer expert advice and support to help you answer:

1. What level of planning did your organisation have in place before the pandemic?
2. Why was the specific level of planning in place?
3. Who was responsible for the plan and identifying potential risks?
4. Did our organisation's plans fit the incident, how far off were they, what assumptions were made and why/what was the difference compared to what actually happened?
5. How did the organisation respond and when? In hindsight, could more have been done earlier? What was the reason for any differences?
6. Did stakeholder communications have the desired effect?
7. Did the Business Continuity process, team(s) and procedures work as we thought they would?
8. What has been learned from the overall response and how could that response be improved?



What's in it for you?

- **Understand what happened and why:** Understand organisational learnings and decision-making. This is your chance to pause and assess how your teams performed in the heat of the moment. When the next crisis hits, you'll make better and faster decisions.
- **Look forward with confidence:** The findings from the report enable you to understand what needs to be reviewed, and how you can implement the recommendations.
- **Avoid impacts to your business interruption insurance:** You and/or your suppliers' and customers' ways of working may have changed, and these need to be documented to optimise your business continuity plan. If not, you might be subject to potential increases in business interruption insurance.

Tailored for organisations of all shapes and sizes

Depending on your full situation, time available and appetite to have a comprehensive or general review, we can personalise the workshop for your needs.

How much does it cost?

Our workshops start from as little as \$5,500.

Take action

Contact your Account Manager or

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