ACTING WITH AGILITY AND RESILIENCE IN A CRISIS

Focus on speed, agility, and resilience so your team can collaborate without sticking points or extra friction.

TO HELP YOUR TEAM WORK FASTER...

Break up bottlenecks

Adjust processes for the new conditions and eliminate pain points. Advocate for the resources your team needs.
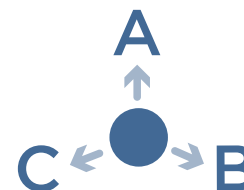

Suspend less important work

Let the team know what work you're not going to pursue. In high-stress situations, team members may cling to familiar habits or assume they're still accountable to old performance metrics.

TO HELP YOUR TEAM BE AGILE....

Empower ad-hoc heroes

In every crisis, some people excel and intuitively grasp what the moment needs. Empower these workers to plan, coach, and organize others' efforts.

Spot and publicize smart fixes

In a crisis, official instructions often lag real-time needs. If resources are scarce, look for workarounds the whole team can adopt.

TO HELP YOUR TEAM BE RESILIENT...

Map out the team's knowledge

Have people share their skill sets and how their work interlocks with others. When everyone knows the group's capabilities, they'll be better able to call on each other as needed through the crisis.

Make contingency plans together

The act of planning—"If X happens, then we could do Y"—helps teams mentally prepare to pivot.

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