# Deloitte. Insights

# **Building The Resilient** Organization

2021 Deloitte Global Resilience Report

businesses survive - and thrive - in the new world of disruption?



grappling with the "new normal." The 2021 Resilience Report confirms that organizations that plan and invest in anticipation of disruptions are better positioned to respond, recover, and thrive. As we move beyond 2020, rebuilding with



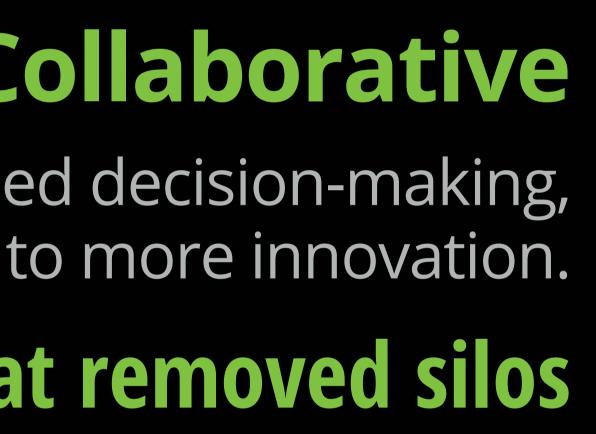
### Deloitte's research identifies traits leaders can cultivate to build resilience in their companies

THE "CHARACTERISTICS OF RESILIENCE"

Prepared Successful CXOs plan for all outcomes,

Adaptable CXOs understand adaptability





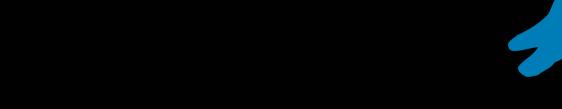
Yet more than

1 in 3 were

not confident

their organizations

Responsible



Most CXOs acknowledge that the business

world has a responsibility beyond the bottom line. of CXOs who said they have done very well at balancing all stakeholder needs felt that their

GOING FORWARD WITH RESILIENCE Climate change seen as top issue for

business to tackle

to disruption

organizations could quickly adapt

as the pandemic Which of the following societal issues do you believe will be the most critical for business to tackle over the next decade?

Health care issues and disease prevention

Climate change and environmental sustainability

a resilient organization here: www.deloitte.com/resilience2021

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## Gaps in education, skills and training Income inequality and distribution of wealth 37% Systemic bias and inequality (e.g., racism, sexism)

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is key to survival in disruption. They rated it the **workforce trait** Collaborative CXOs said collaboration sped decision-making, mitigated risk, and led to more innovation. 2 in 3 companies that removed silos before the pandemic reported managing the events of 2020 better than peers

Deloitte surveyed +2,200 C-suite executives in 21 countries to examine how leaders are resilience will become essential to businesses.

How can

both short- and long-term. of CXOs who balanced short- and long-term priorities felt they adapted very well to the events of 2020

had maintained trust between leaders and employees

3 in 4 CXOs say they believe the

climate crisis poses at

least as great a threat

42%

47%

Learn more about what it takes to be

Trustworthy