

How can businesses survive – and thrive – in the new world of disruption?



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



62% of global CXOs believe we could see future disruptions of this scale

THE “CHARACTERISTICS OF RESILIENCE”

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

Prepared

Successful CXOs plan for all outcomes, both short- and long-term.



>85%

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

Adaptable

CXOs understand adaptability is key to survival in disruption.

They rated it the **workforce trait** most critical to their organizations’ futures



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

Trustworthy

In the context of the pandemic, maintaining trust was particularly important.



Yet more than **1 in 3 were not confident their organizations**

had maintained trust between leaders and employees

Responsible

Most CXOs acknowledge that the business world has a responsibility beyond the bottom line.



87%

of CXOs who said they have **done very well at balancing**

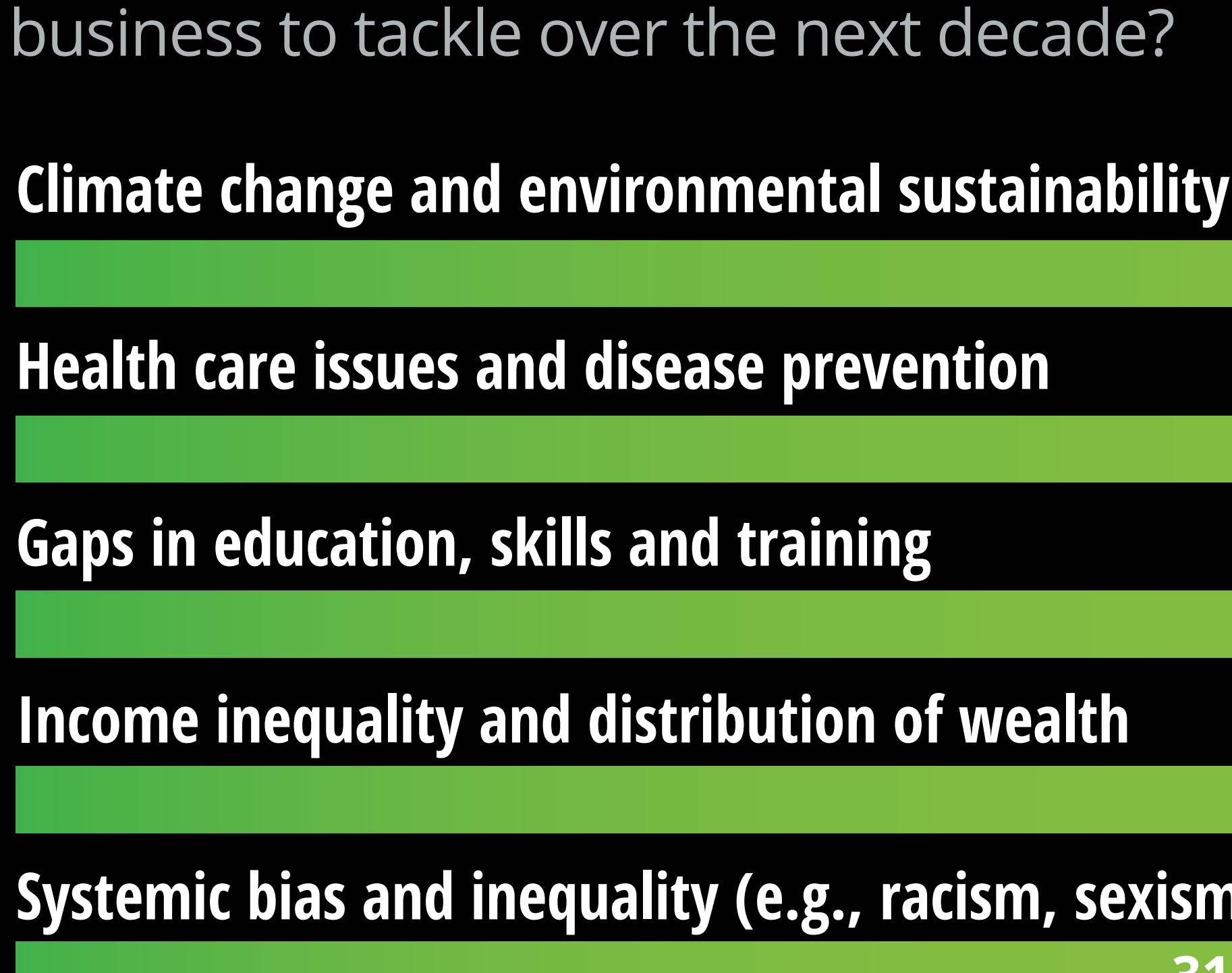
all stakeholder needs felt that their organizations could quickly adapt to disruption

GOING FORWARD WITH RESILIENCE

Climate change seen as top issue for business to tackle

3 in 4 CXOs say they believe the **climate crisis poses at least as great a threat 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?



Learn more about what it takes to be a resilient organization here:

www.deloitte.com/resilience2021