ADAPTABLE – Leaders recognize the importance of having versatile employees, especially after a year like 2020. To that end, flexibility/adaptability was, by far, the workforce trait CXOs said was most critical to their organizations' futures.

Prepared of CXOs who balanced short- and long-term priorities felt they adapted very well to the events of 2020. They rated it the workforce trait most critical to their organizations' futures.

Successful CXOs plan for all outcomes, both short- and long-term. Adaptable CXOs understand adaptability is key to survival in disruption.

Yet more than 1 in 3 were not confident their organizations had maintained trust between leaders and employees.

Trusting in the context of the pandemic, maintaining trust was particularly important.

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

2 in 3 companies that removed silos before the pandemic reported managing the events of 2020 better than peers.

Collaborative CXOs said collaboration sped decision-making, mitigated risk, and led to more innovation.

GOING FORWARD WITH RESILIENCE Climate change seen as top issue for business to tackle

Which of the following societal issues do you believe will be the most critical for companies to prioritize in the future?

- Climate change and environmental sustainability (47%)
- Health care issues and disease prevention (42%)
- Gaps in education, skills and training (39%)
- Income inequality and distribution of wealth (37%)
- Systemic bias and inequality (e.g., racism, sexism) (31%)

Learn more about what it takes to be a resilient organization here: www.deloitte.com/resilience2021

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