Top 10 Tips – **For Managing a Disruptive Event**

Supplied by: Squared Apples

Top 10 Tips for developing an effective business response to disruptive events.

Disruptive events can range from a minor glitch to a technical system, to a large-scale crisis. While each event requires a different set of resources and capability, there needs to be a defined way within your organisation to initiate the immediate response, setting the conditions to implement your continuity plan, leading to recovery and learning the lessons. The CMI has highlighted that 86% of UK business owners recognised the importance of a business continuity framework, though only 63% had one in place. Of those individuals that had a Business Continuity framework in place, 87% indicated that when activated it reduced the impact of a disruptive event. If you're looking to build an immediate response approach, follow these tips;

- ***Create the ability to enable teams to immediately identify what is going on; situational analysis and understanding the current environment will pay dividends later on;***
- ***Once you have identified what is happening, you need to understand the reason why; the key root issues and factors that need to be addressed to enable a successful recovery. If possible, use the team that identified the What was happening; they will provide a far greater agile edge for your company during disruptive events;***
- ***Conduct an indepth risk analysis and SWOT to understand what the impacts are on your business and what you need to do in order to mitigate them. This element will require firm leadership, evidence based analysis and a risk aware, rather than risk averse, approach. At this stage you should seek to implement a holistic approach to the problem, using adaptive leadership, a shared understanding of disruptive events and available resources, and soft system modelling to build a way forward;***
- ***The first three steps, if conducted properly, will indentify your supply chain, staff capabilities, internal structures and organisational frameworks. You can then work out what resources you actually need to respond effectively to the disruptive event;***
- ***Having identified what resources you need, you now need to know where you need them. This will require a resource synchronisation matrix, enabling you to also identify if there are preparation tasks needed and the logistical framework required;***
- ***The next stage, having done your initial analysis, created the direction and sense of urgency, highlighted your required resources and where they are needed, is to identify when you need them. This will then also feed into your synchronisation matrix and logistical plan;***

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Squared Apples
8 Grassington
Bancroft
Milton Keynes
MK13 0QJ
Tel: 07443488195
Web:www.squaredapplesuk.co.uk
Email:business.enquiries@squaredapplesuk.co.uk

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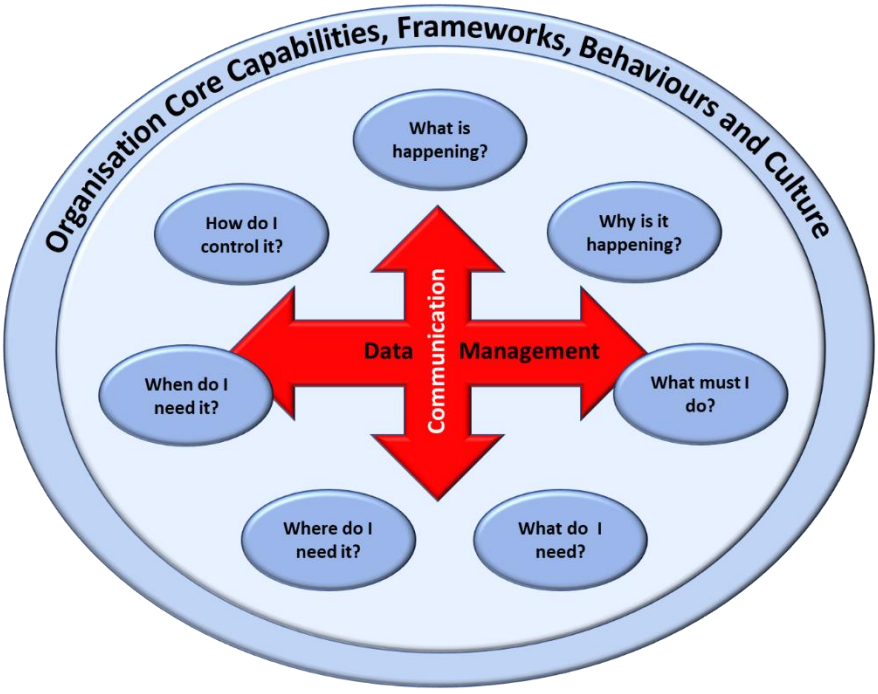
- ***The last step is to build your management and control systems to build capability, flexibility and control during the disruptive event. This will provide the ability to see the bigger picture and enable you to maintain situational awareness. Maintain your approach through effective data management and communications at all times;***

- ***Develop the capability of Red-Teaming and regular review of your business continuity framework within the organisation at all levels; build a culture of consented dissent to build capability and avoid potential crisis events. Use a strong adaptive leadership model to support your staff during disruptive events and create the feeling of empowerment to enable rapid response and decision making during disruptive events;***

- ***Build a level of understanding within your organisation so that these steps and the response capability becomes part of the core capability within it. Build effective frameworks within the company to support the correct behaviours and build the resilience culture of the organisation to manage and adapt to disruptive events; and***

- ***Develop a culture of learning lessons; both from yourself and from others to support your business development.***



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