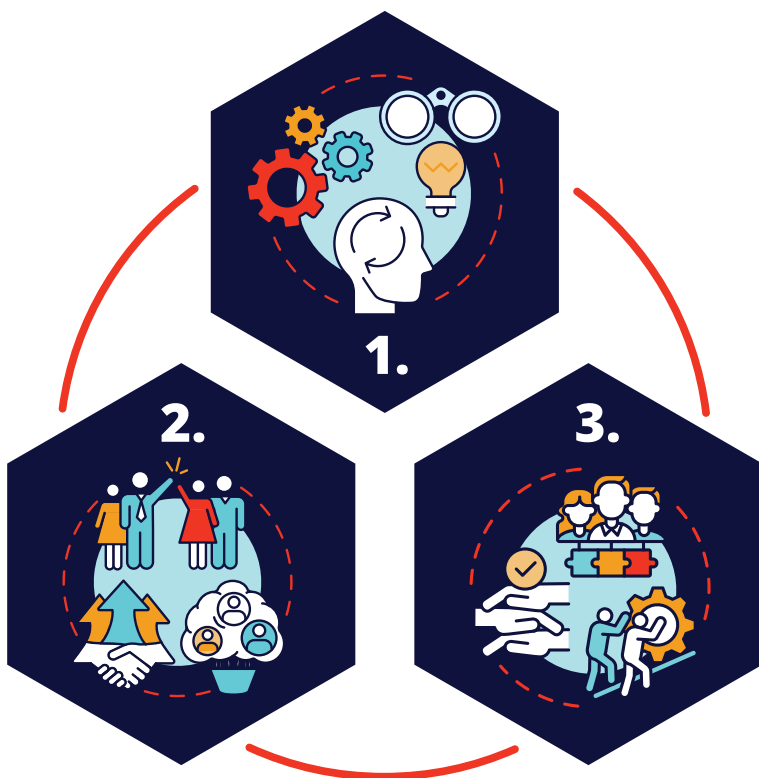


Peak Resilience

Resilience is about bouncing back. It's essential because any agency could experience negative impacts caused by events beyond your control.



- **STEP 1. REFLECT**
Identify several times when circumstances beyond your control negatively impacted your team.
Ask: how were we poorly prepared? What did we learn?
- **STEP 2. IDENTIFY OPTIONS**
Identify ways that your team could have been better prepared for the disruptions or events.
Ask: what could we do now to prepare for next time? Even without knowing what the timing and circumstances will be?
- **STEP 3. ACT**
After brainstorming in Step 2, turn your ideas into an action plan. Be sure to assign accountability and note where additional resources should be allocated.
Act: Put your plan into action! Organize an exercise to practice the changes and adjust as necessary.