

## BUILDING RESILIENCE

As Singapore moves into Phase 2 of post Circuit Breaker, during this time, our best response is to build up resilience in the economy and society. In this issue, we look at how leaders can build resilience and also leverage on such times to rethink and transform their business strategy.



### ***Starbucks Just Announced a Drastic Change. What Every Company Can Learn From it***

Crisis presents an opportunity to rethink your business model and make transformational changes. This is a lesson that every company can learn from Starbucks. For all the negatives that COVID-19 has brought to business, it has also provided a burning platform for one to take action.

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### ***The Heart of Resilient Leadership Responding to COVID-19***

Deloitte Global defines a resilient leader by the 5 qualities they portray (Mission First; Speed over Elegance; Design from the Heart; Own your Narrative; and Embrace the Long View), and by what they do, along three dimensions (Priorities; Time Frame; and Accountability). There are specific actions that resilient leaders can take across each dimension, in six priority functional areas most at risk during a crisis.

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