

ADAPTIVE CHANGE

BEYOND LOCKDOWN



Session 2:

Business Continuity is Broken:

The role of change
in Black Swan
events

FREE Medical Mask
to protect you and your kids



Buy any 2 Regular Sandwiches
and Get 1 **FREE** Mask

SUBWAY

Westbrook Mall
Entrance #6

The Black Swan Event



- A. Temporary power loss
 - B. Market downturn
 - C. Supply chain disruption
 - D. Delivery strike
 - E. Data breach
 - F. Price war
 - G. Drone attack
 - H. Superbug/virus
 - I. ...
 - J. All of the above
- ✓

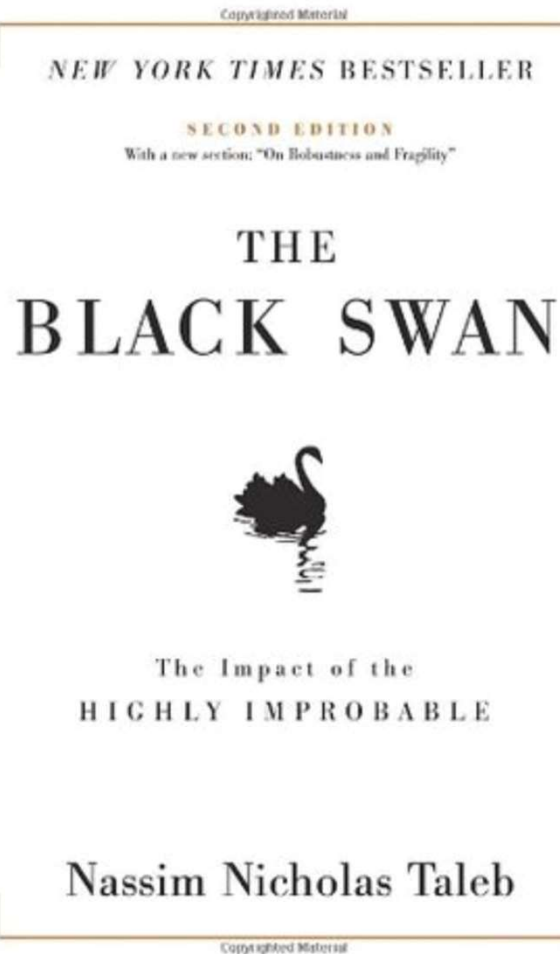
2001: Fukushima Nuclear Disaster

2001: 9/11

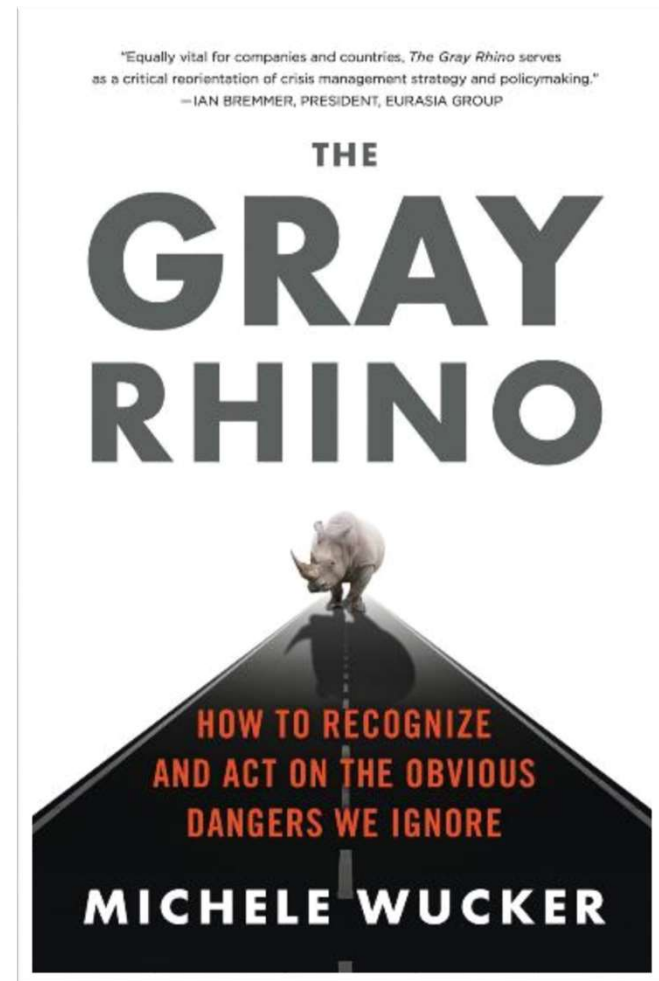
2007: Van Halen reunites with David Lee Roth

2008: Global Financial Meltdown

2019: BREXIT



VS





BUSINESS CONTINUITY PLANS ARE BROKEN

MIA

Incomplete / Inadequate

Inflexible

Out-of-date

WHAT WE NEED

Foresight and Future-casting
Frameworks rather than guides
Plug-and-play components
'In the moment' rapid adaptation

**BUSINESS
CONTINUITY
PLAN**

PLANNING

1. Assess the present environment and possible impacts
2. Determine emerging threats and risks
3. Forecast possible events
4. Create plans (recovery strategies)

CHANGE

1. Consider goals
2. Assess impacts, risks, and environment
3. Anticipate probable and unlikely stakeholder responses
4. Create plans (engagement & resistance strategies)



PREDICTION

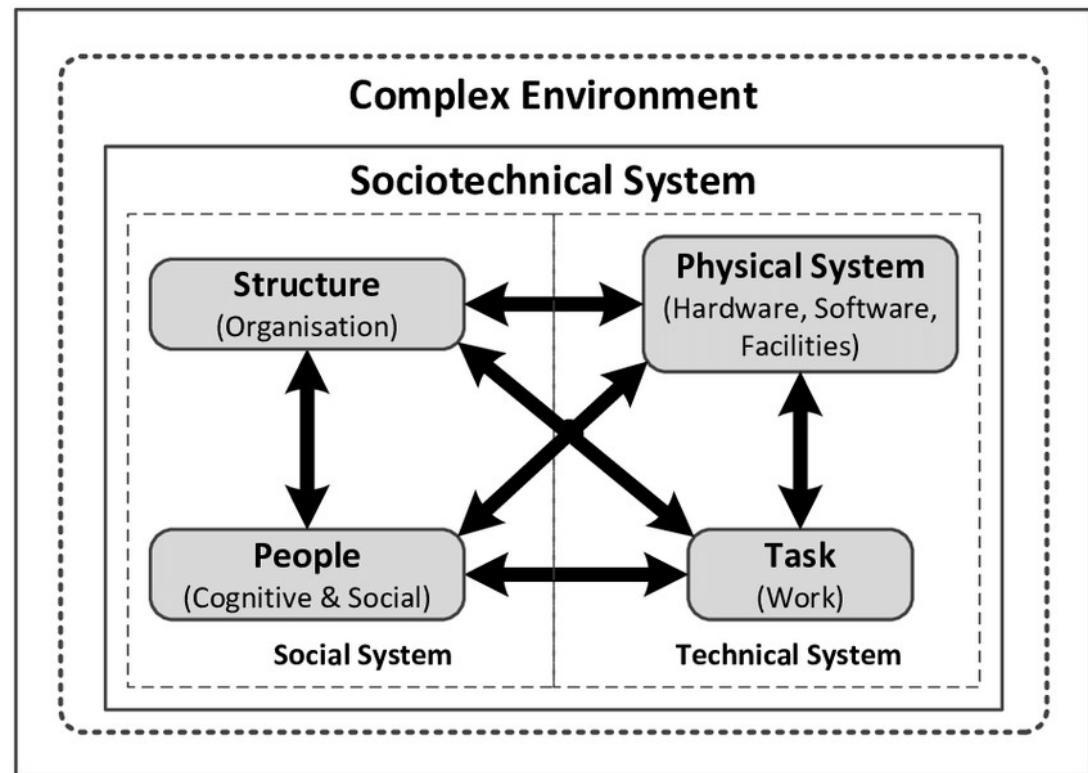
MASTERS OF THE...

What if ...

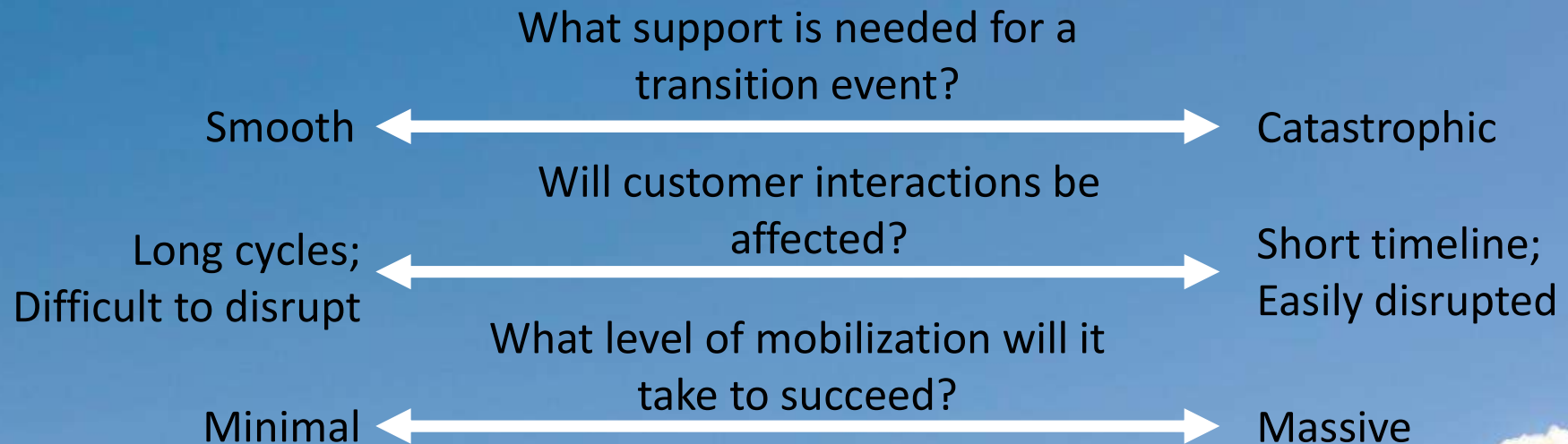


CHANGE PROFESSIONALS ARE

- 1** Future-focused
How will people react?
- 2** System-focused
Responses are influenced by the interplay of systems
- 3** Culture-focused
The unseen has tangible influence



CHANGE LEADERS THINK ON BROAD CONTINUUMS



SCENARIO PLANNING

Canada

Should I microwave my mail? Your COVID-19 questions answered



From what to do with your mail, to the effects of vaping, here's what you're asking us



Ania Bessonov · CBC News · Posted: Apr 02, 2020 4:00 AM ET | Last Updated: April 2



I have read that putting food in the refrigerator and freezer can actually preserve the virus. Can your experts comment?

Now that we've tackled microwaves, we'll get to another kitchen appliance. This is a great followup question from Nancy S., who wants to know whether the virus can survive in her fridge or freezer.

What should parents do about shared custody arrangements? Is it safe for children to go between homes if both parents have been self-isolating and are healthy?

We are receiving many questions from parents who are trying to share custody during the pandemic, including Stephanie B., who wants to know if it's safe for her children to travel between homes to spend time with both mom and dad.

Questions that will no longer surprise you

- I bought dental supplies from Amazon. Any tips on doing my daughters cleaning?
- I found this Tylenol that expired in 1998. Can I still use it?
- Does wearing a burka reduce chances of infection?
- If I run all my items through X-ray at the airport will I be virus free?
- Can I do a citizens arrest on Ted for sniffing in class?
- When are we adding 'sterility facts' to our groceries so we know how virus free the supply chain is?
- Is it OK to burn clothes in my fireplace?
- Can we designate a 'heavily sprayed' section of the fresh food section? Non organic?
- Do gas furnaces burn off the virus as air circulates?

**ASSUME WE CAN'T PREDICT
EVERYTHING**

**CONSULT YOUR CHANGE PRO
FOR PEOPLE INSIGHTS WHEN
PLANNING**

**BRING YOUR CHANGE PRO TO
THE TABLE DURING CRISES**





- How do we provide focus when even the next 3-6 weeks are **uncertain**? How to get people to think about what happens "after".
- How do we help leaders 'see the future' at these times so they can prepare for what's to come?
- How to make personal connections with recipients of change without being "in person"?



Search: "Jeff Skipper Consulting"



linkedin.com/in/jskipper



Newsletter/Blog: jeffskipperconsulting.com

NEXT .JS

1. April 3: Why People Don't Self-Isolate: The reasons people 'resist' change.
2. April 7: Business continuity plans are broken: The role of change in black swan events.
3. April 14: Why survivors matter: Storytelling in crisis.
4. April 17: Mental is Practical: Rebuilding capacity for your change.
5. TBD: Driving Change from a Distance: Yes you can.
6. BONUS...Remote Leadership and Resilience