

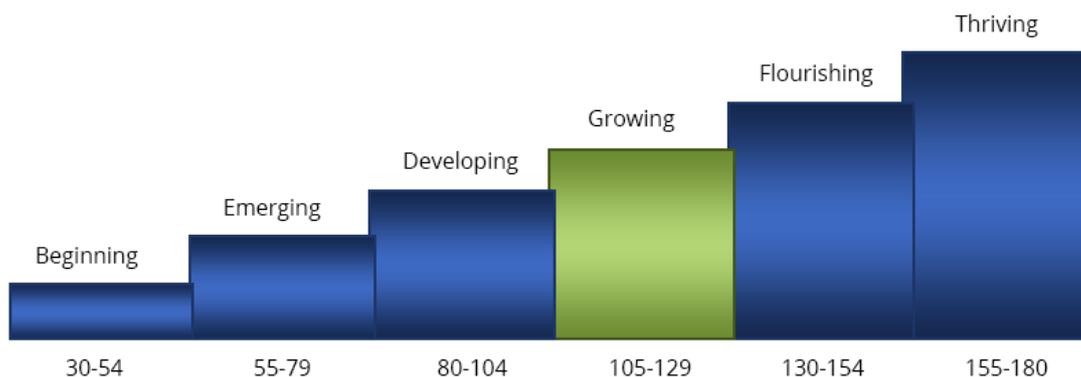
MY ORGANIZATIONAL RESILIENCE CAPACITY ASSESSMENT SUMMARY REPORT

Sonnet Organization Consulting has received your valuable feedback. Thank you. It will be combined with feedback from all other participants to create a summary report about organizational resilience capacity in our company. Here's why we are studying resilience.

- When we as a company are resilient, we:
 - Are really good at responding to change.
 - Welcome challenges.
 - Recover quicker, stronger, and with more shared learning to use the next time, which is a powerful advantage.
- When a company acts resiliently, employees working together use specific behaviors and beliefs to respond to any change or challenge. If we make these behaviors and beliefs more visible, we can support them and use them to greater advantage.

Your Total Workgroup Resilience Capacity Rating

You rated your workgroup with a total resilience capacity score of **126** out of a possible **180**. This capacity is **growing**.



What does this mean?

- When resilience capacity is **growing**, the organization is showing consistent evidence that employee behaviors and beliefs associated with collective resilience are present.
- At this stage, ratings across workgroups identify similar emerging strengths and areas of needed development.
- It is tempting to settle here. Resilience capacity is shown quite often, but it is not yet reliable.
- We can focus on leveraging strengths as we build awareness and support for more reliable capability in needed areas.
- We can pursue quicker, stronger recovery from any change or challenge and with more shared learning as a result.

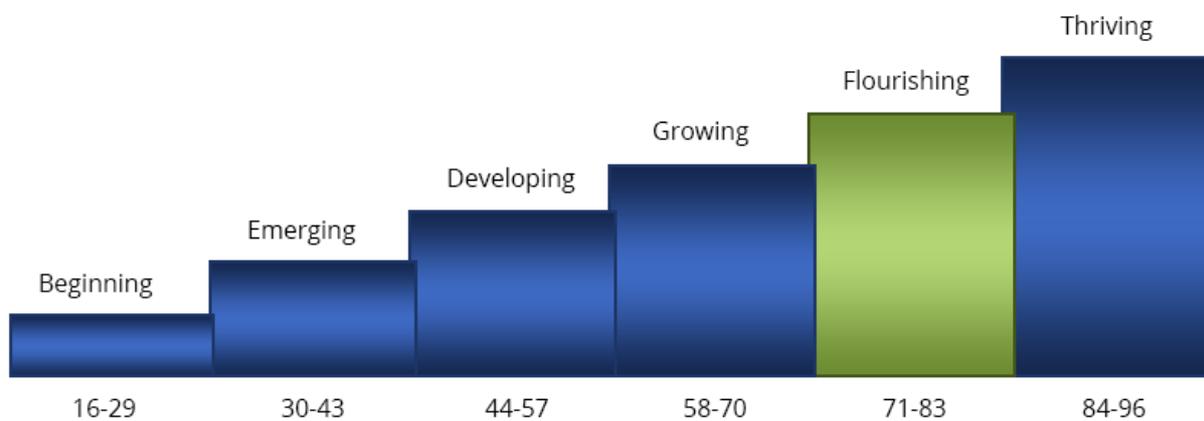
Let's take a closer look. There are **two parts** to your total workgroup rating.

- Workgroup Behaviors
- Workgroup Beliefs

Your Workgroup Resilient Behaviors Rating

Your Workgroup Behaviors rating is **80** out of a possible **96**.

At this time, you rate your workgroup as reliably demonstrating key behaviors that are important to being ready for any change or challenge. This capacity is **flourishing**.



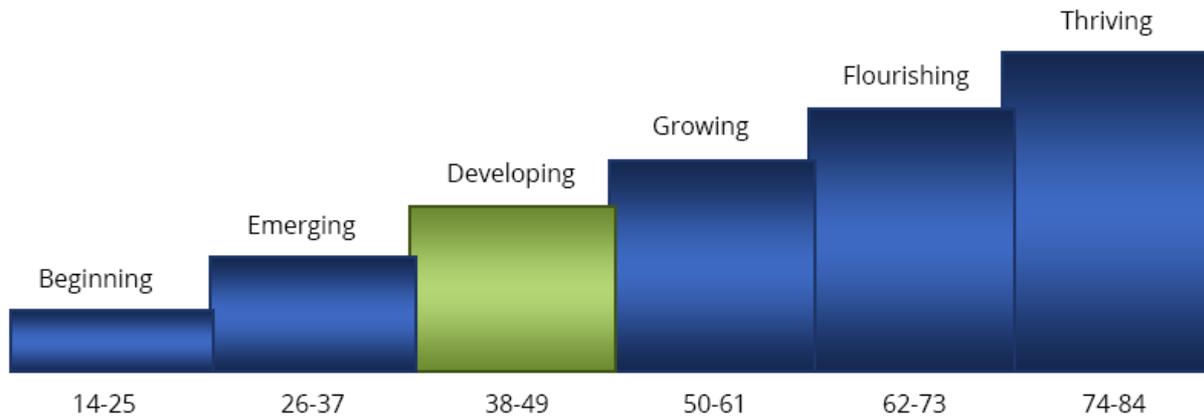
Your observations suggest that the following behaviors are *flourishing* in your workgroup.

Workgroup Behaviors	
• Talking about what we've learned on the job	• Telling stories about solving problems together
• Taking ownership of what needs to be done	• Calling upon employees with needed expertise no matter their title, position, or department
• Practicing what we'd do as a first response to the unexpected	• Having face-to-face conversations that are honest
• Talking together to make sense of situations as they are happening	• Using company values to guide our actions in a real and genuine way
• Trying our ideas to learn from what does and doesn't work	• Using bits of past experience to come up with new ideas
• Asking questions rather than assuming we already know	• Practicing what we would do as a first response to the unexpected
• Sticking with what we are doing until it is done right	• Getting reliable information from multiple sources
• Adjusting how we do our work based on the actual situation	• Following a set of standard operating procedures when dealing with unusual situations

Your Workgroup Resilient Beliefs Rating

Your Workgroup Beliefs rating is **46** out of a possible **84**.

At this time, you rate your workgroup as reliably demonstrating key behaviors that are important to being ready for any change or challenge. This capacity is **developing**.



Your observations suggest that the following conditions are **developing** in your workgroup.

Workgroup Beliefs	
• Finding possibility in most circumstances	• Sharing what we know
• Knowing which company employees have what expertise	• Knowing how our work fits into the big picture of how work gets done
• Having a preference to fix a problem rather than complain	• Having a tendency to find explanations first rather than blame
• Being ready for anything that comes our way	• Knowing 'We can do it!'
• Being able to do often what we do best	• Being able to state what our business is about in 3-4 sentences
• Having a working knowledge of each other's jobs	• Valuing the past experience of employees
• Cultivating valuable partnerships with people outside the company	• Staying in constant communication

What happens next?

Your responses will help our company recognize its resilience capacity and use it to become even better at responding to any change or challenge – quicker, stronger, and with more shared learning to use the next time.

- Your completion of this assessment was a first and essential step.
- Your input will be combined with that of all others and the data will be analyzed.
- You will receive a report of what everyone said with no individual data reported.