From:	Adizes Institute Worldwide <insights@adizes.ccsend.com> on behalf of Adizes Institute Worldwide <insights@adizes.com>
Sent:	Friday, May 8, 2020 2:15 AM
To:	Eliyahu Lotzar
Subject:	Managing Organizational Trauma

Have you taken the Organizational Trauma Survey?

Do you know how your organization is responding?
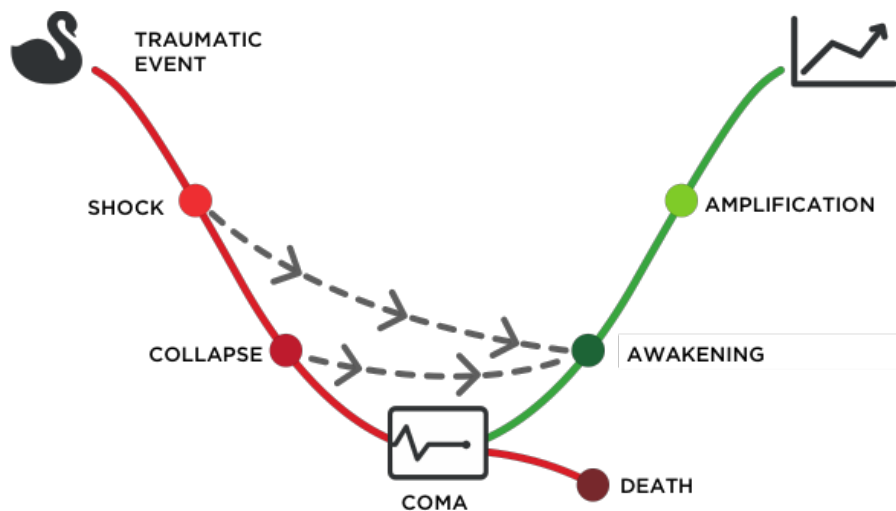
Take the Organizational Trauma Survey

Written by Dr. Zvezden Horvat, Principle Associate, Adizes Institute South-East Europe

Note: The following article is a part two of our Organizational Trauma diagnosis email from last week. You can read it here.

There are a variety of actions we can and should take to overcome organizational trauma.

How far-reaching and drastic the actions required to overcome organizational trauma will depend on the existing abilities of the organization, the industry and our initial reaction. The more we ignore the effects of the trauma, the greater the effort and creativity we need to come back.

- Recognize and acknowledge the trauma. We will overcome trauma when we call it by its name, and begin to analyze and talk about it.
- Trust and security are built on information and consistency. Transparency and communication can limit the negative impact on people.
- Be an example through kindness and compassion in your interactions with employees and others outside the organization. Strengthen the organizational culture and mutual respect.
- Set aside time and introduce focus meetings in order to face and overcome the trauma across the organization as a whole. Help people understand the trauma and the purpose of any action that might be taken.
- Create an open system of information exchange. This can help us gain a new perspective, nurture creativity and renew our energy.
- Offer optimism, self-confidence and energy; support the organizational culture and help employees reconnect with the renewed short-term mission of the organization.
- Set priorities that take you forward. The way we move forward will differ depending on the degree of trauma experienced. Forward motion happens successfully only once we have turned towards the future and begun to work on resolving the trauma itself.

Every organization faces a certain amount of risk, and nobody is immune to crises or traumas. Of course, it is important to follow events closely and react as quickly as possible.

Although we all face the risk of organizational trauma, we do not all have sufficient resilience and capacity to recover from it. The precondition for this capacity is good prior groundwork, creating the right organizational culture, defining organizational systems and management processes. The probability of recovery or even prevention will then increase. It is down to us to prepare as well as possible, and then react in the time of crisis, as risks will continue to appear into future.

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