

A photograph of a person in a dark suit and tie, holding a glowing lightbulb with both hands. Inside the lightbulb, a string of warm white LED lights is visible, creating a warm, golden glow. The background is dark and out of focus.

Building Organizational Resilience

Oricel Caminero

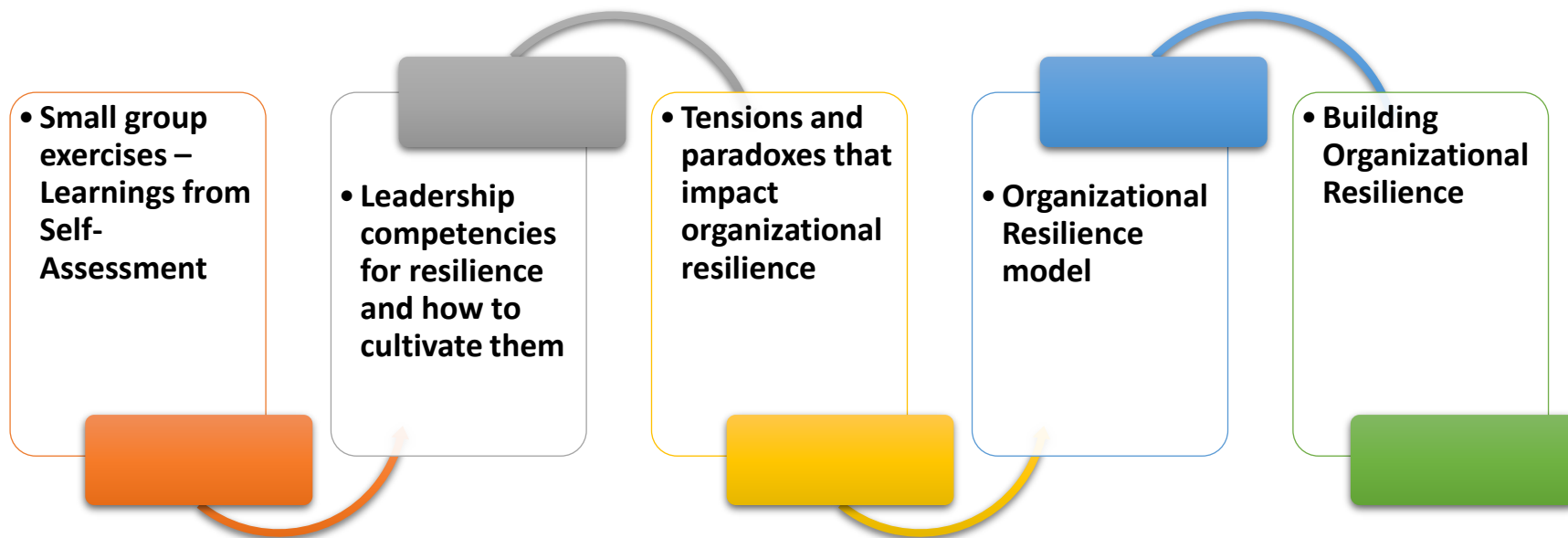
Your facilitator



Orichel Caminero

- CEO & Founder of Achieve Consulting Group
- Executive Coach, Consultant & Trainer
- 15+ years in Microfinance
- Qualified Social Auditor (CERISE)
- Smart Campaign Assessor
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Session 2 - Contents



Warm Up Exercise

- What country are you based?
- Go to [menti.com](https://www.menti.com)
- Enter 53 47 1



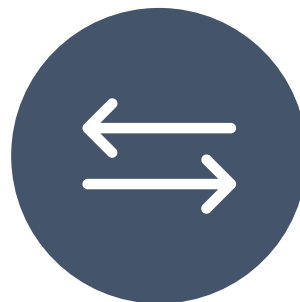
Recap from Last Week



Resilience



ADVANCING



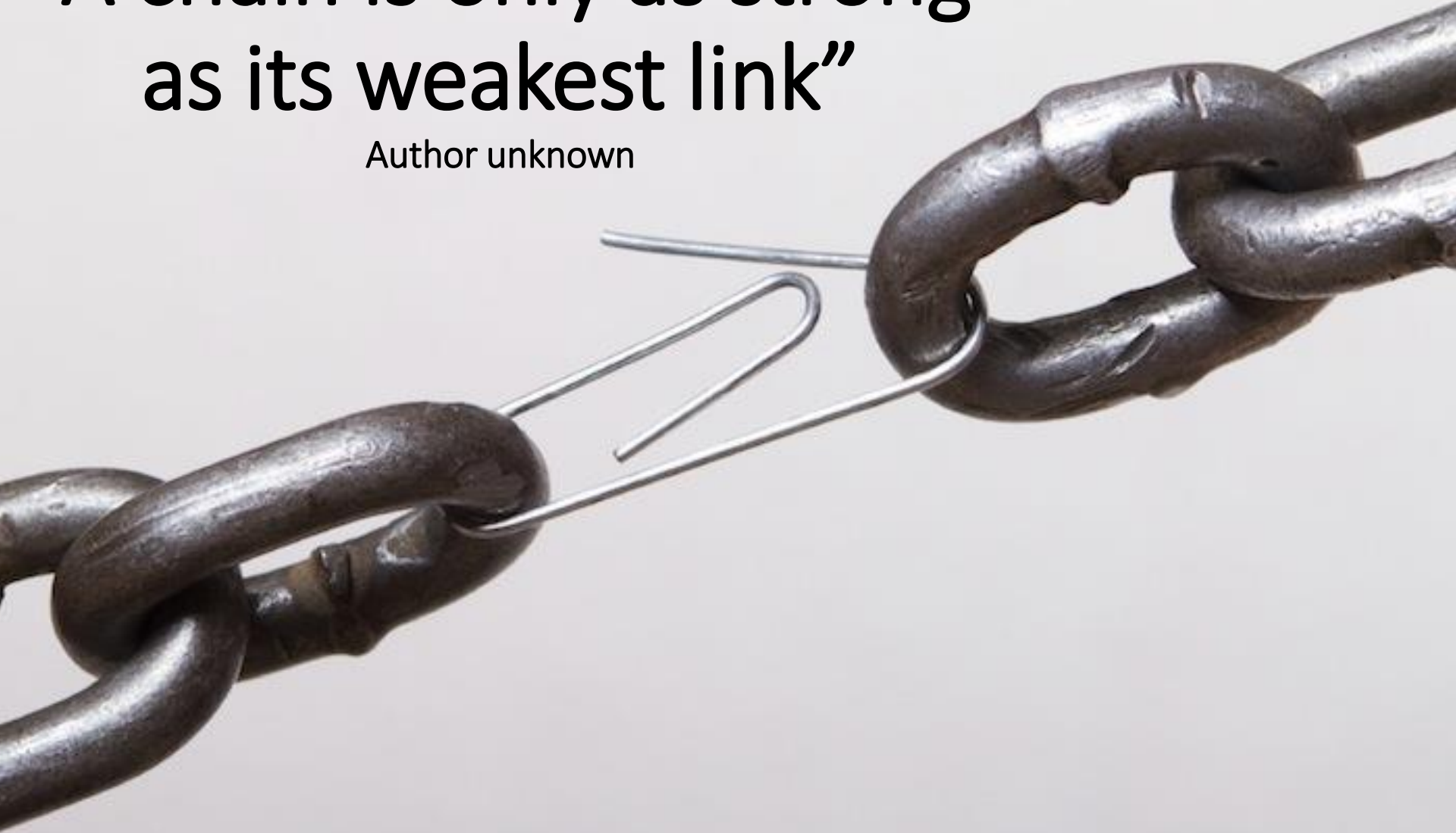
DESPITE




ADVERSITY

**“A chain is only as strong
as its weakest link”**

Author unknown



How do we build
resilient organizations?

A large crowd of stylized human figures in various shades of brown and tan, with one prominent white figure in the center. The figures are arranged in a circular pattern, suggesting a group or community. The background is dark and blurred, emphasizing the central figure.

—

“Resilient organizations are built by resilient leaders.”

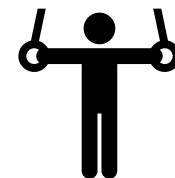
Oricel Caminero

Am I Resilient?

- Assignment:

1. Dedicate sometime before next session to complete this resilience assessment.
2. Set a specific time and date in your calendar when you are quiet and at peace.
3. Go to: <https://www.psychometrictest.org.uk/resilience-test/> and read the information about the test
4. Click on the [Take a Free Resilience Test](#) hyperlink to start test. Read and follow the instructions.
5. Respond honestly based how the answer most similar to your current behavior, not to how you think is best or how you would like to be or behave.
6. Remember to **scroll down**, there are more questions to be answered.
7. After you see your results, answer the Reflection and Action exercise.

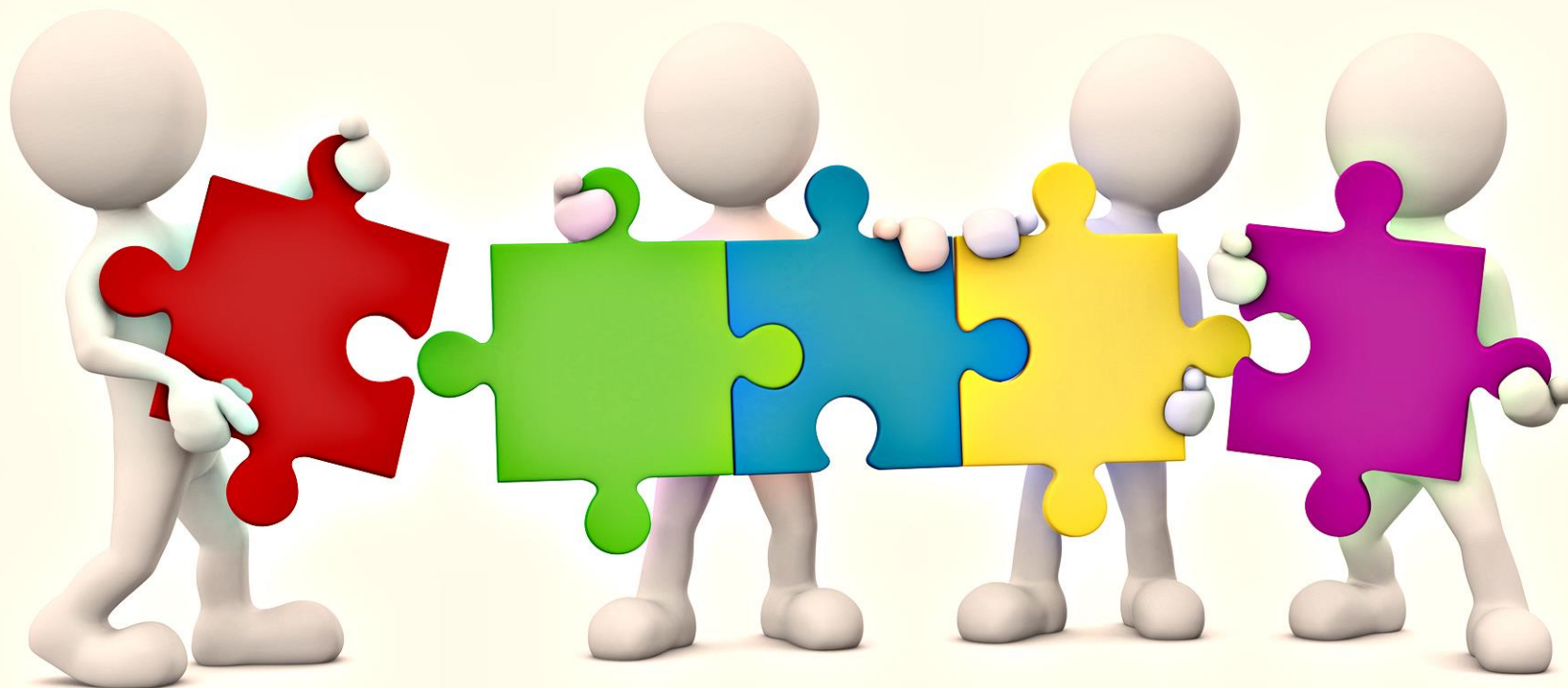
Am I Resilient? – Reflection and action



1. On a scale from 1% to 100%, how do you think these results reflect you?
2. What are some of your strength areas highlighted here?
3. Which are growth opportunities ?
4. Select at least 2 growth areas.
 - How can you improve in these areas? Name at least one action item for each.
 - Note: Action items must be specific and practical. Don't write "I will improve my team communication", say how you are going to achieve this. For instance, "I will have weekly one-on-one meetings with my team to review results and challenges".

Small **groups** exercise

1. Did you complete the 'Am I Resilient?' self-assessment?
2. Did you plan for any improvement action?
3. What did you learn from this experience? What is it telling you?



Leadership competencies for
resilience and how to cultivate them

Competencies
are:



Knowledges and
skills – what one
knows and can do



Observable and
measurable



Teachable – can be
learned

6 Domains of Resilience → Competencies

Vision

Sense of purpose and clear goals.

Composure

Is the ability to stay calm and in control when facing stress and adversity.

Reasoning

Ability to solve problems creatively, plan, anticipate, recognize opportunities and learn.

Health

Being able to take proper care of one's body and brain through nutrition, sleep & exercise.

Tenacity

Ability to stay optimistic and persevere through difficulties.

Collaboration

Ability to create support networks and meaningful relationships.

Other Leadership competencies for resilience

Self-Assessment

- Ability to understand one's quality, characteristics, strengths and areas of opportunity, as well as their impact on one's self and others.

Adaptability

- Ability to accept changes in occupational situations and continue to work at a high level of performance.

Self-control / Self-regulation

- Ability to make rational decisions, even when faced with complications or difficulties.

Self-sufficiency

- Ability to work autonomously without the need of guidance or relying on others to complete a task.

Critical Thinking

- Purposeful use of reasoning to identify strengths and weaknesses of alternative approaches in diverse situations.

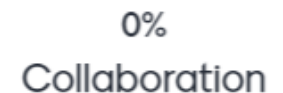
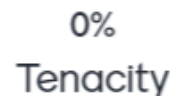
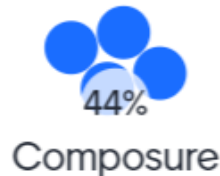
¿Which of these competencies are a natural strength to you?

- Go to www.menti.com
- Enter 53 47 1



¿Which ones represent an opportunity for improvement?

- Go to www.menti.com
- Enter 53 47 1



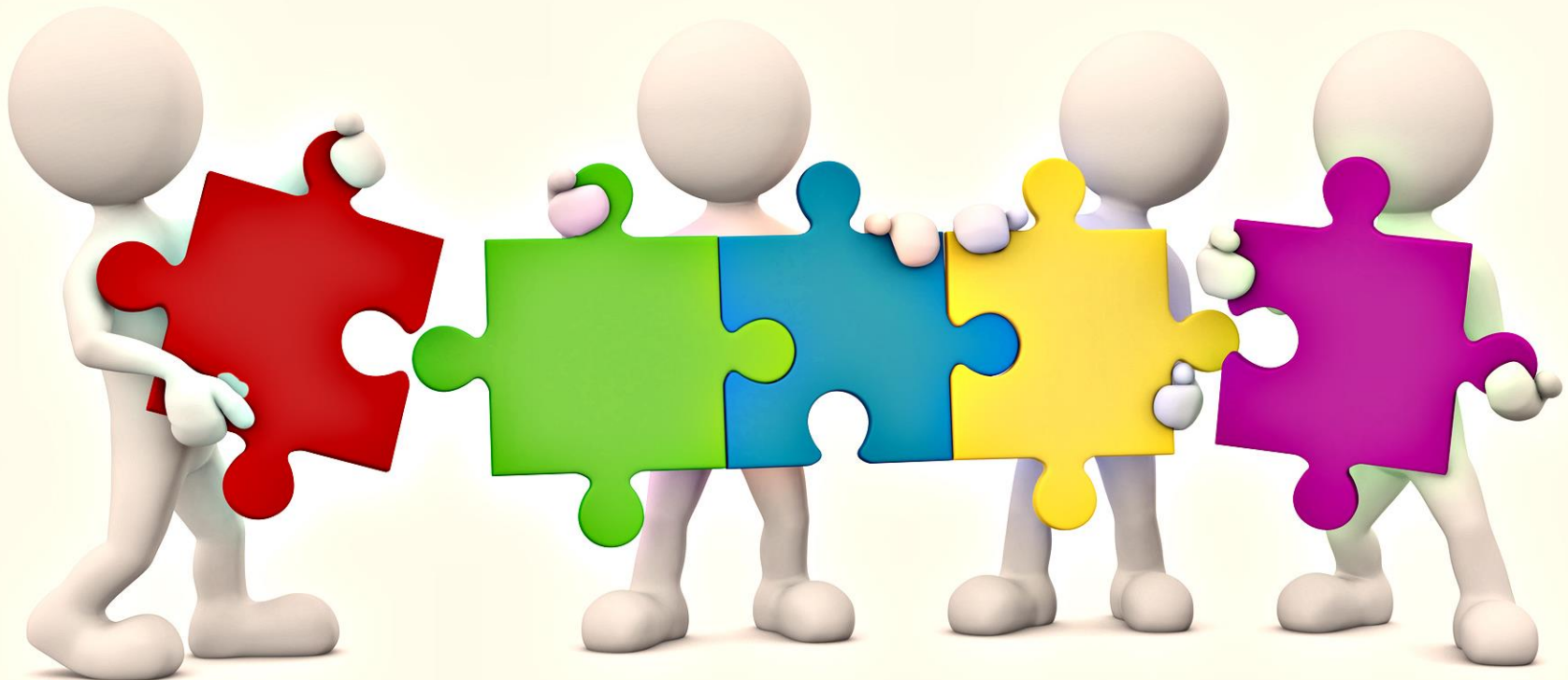
How can we develop these competencies?

- Practice, practice, practice
- Little/simple things you start doing
- Little/simple things you stop doing



Improving your resilience competencies in challenging times

1. Clarify the goal(s) – the important stuff.
2. Stay calm, yet focused.
3. Demonstrate empathy.
4. Open communication bridges with your team.
5. Give yourself (and others) permission to fail.
 - Acknowledge mistakes and learn from them.
 - Focus on solutions, not on who's guilty.
6. Analyze your data, figures and indicators.
7. Find and propose solutions.

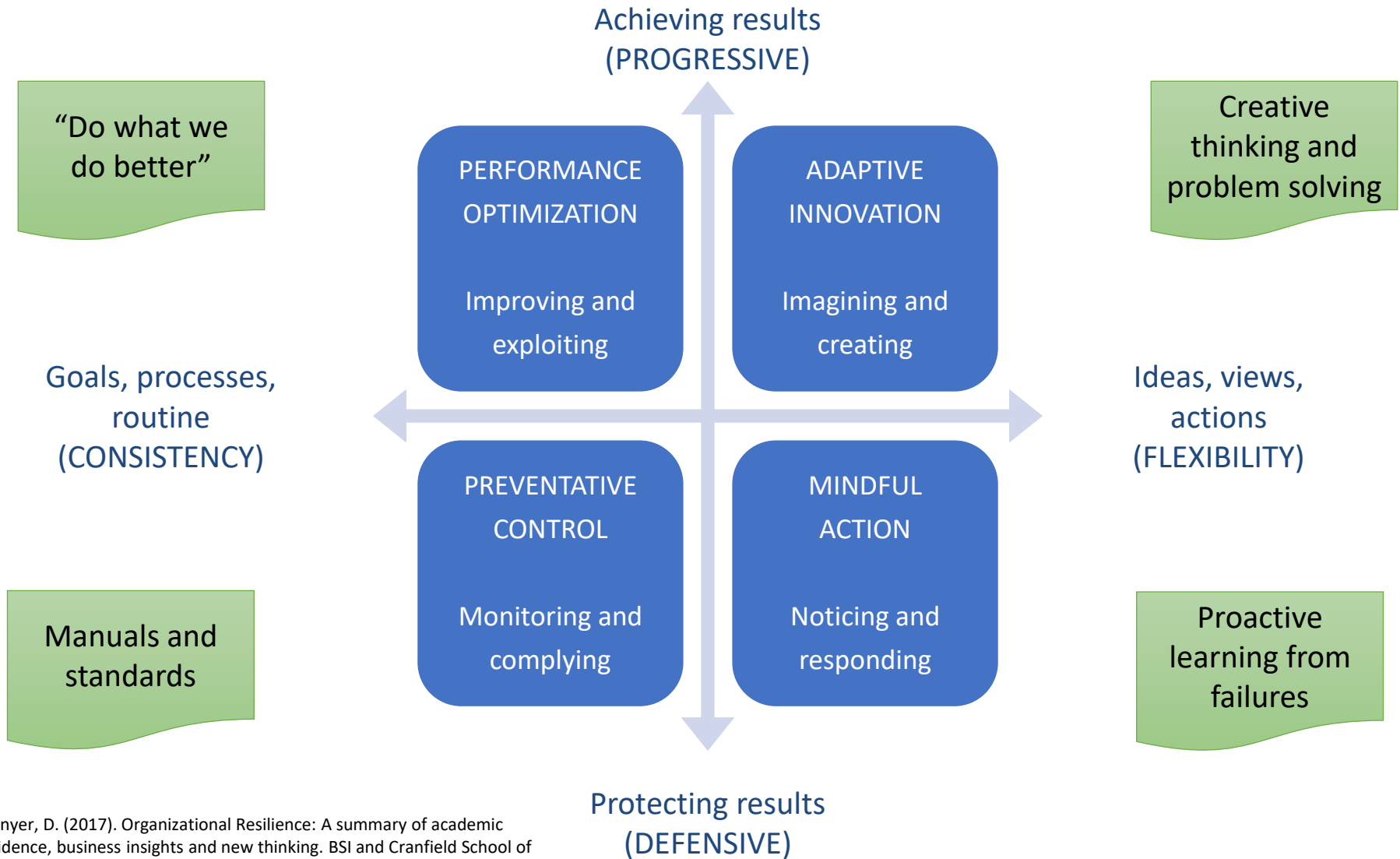


Building Organizational Resiliency in Microfinance

Organizational Resilience

Organizational Resilience is the ability of an organization to anticipate, prepare for, respond, and adapt to incremental change and sudden disruptions in order to survive and prosper.

Organizational Resilience Model



Denyer, D. (2017). Organizational Resilience: A summary of academic evidence, business insights and new thinking. BSI and Cranfield School of Management.

“It is not the most intellectual of the species that survives; it is not the strongest that survives; but the species that survives is the one that is able to adapt to and to adjust best to the changing environment in which it finds itself”.

Leon C. Megginson



In 1890, there were over 13,000 businesses in the wagon and carriage business. Westfield, Massachusetts, still called “Whip City”, once had had more than 40 businesses that made whips, tools and carriage parts. Only one remains today.

These companies were “product-oriented”, instead of “client-oriented”.

“Marketing Myopia”, article by Theodore Levitt, Harvard Business Review, 1960.



Act timely.



Strengthening Organizational Resilience
in your team and organization

What does this mean for Microfinance industry? What should we do?

1. Re-find your vision/mission – your organizational identity
2. Focus on client's needs
 - Listen to your clients, raise data, do research, listen to front line staff
3. Align your processes and technology to client needs
4. Increase transparency and client protection
5. Enhance your risk management
 - Do you have a Risk Management committee? RM Role? Policies? Dashboard? How are these impacting your practices?
6. As a network:
 - Stay together / do lobbying as a group
 - Raise data
 - Train your staff and leaders

Small groups discussion

- Which of these actions should be our priority?
- Are there other actions we should implement?
- What else do our organizations need in order to ‘survive and prosper’ in the midst of this situation?



Life isn't about
waiting for the
storm to pass. It's
about learning
how to dance in
the rain.

Vivian Greene



Q & A



Thank you!



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