



BOUNCING BACK.

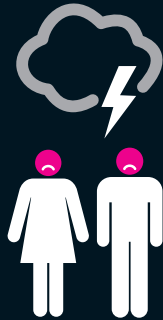
Leadership lessons in resilience.

Managers often struggle to deal with the inevitable crises they face at work according to CMI's Bouncing Back report.

The research includes findings from a survey of over 1,100 managers across the UK and draws on practical lessons from several high profile leaders.

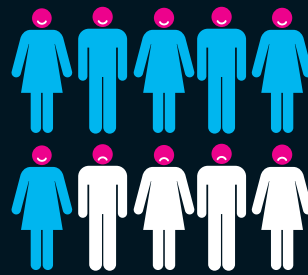
"We can learn as much – if not more – from defeat as from victory. Managers need to build resilience so they, and those they lead, can achieve more, survive better and bounce back stronger."

Ann Francke MBA CMgr CMI FIC



94%

of managers experienced a crisis at work



Only

55%

believe they handled their crisis well professionally and...



Only

36%

handled it well on a personal level

THE EFFECT



82%

found the effect of the crisis emotionally severe...



81%

say it knocked their confidence...



79%

say the stress affected their personal life...



63%

say that their capacity to do their job suffered

To read the full report, watch video interviews with our speakers and to read our essential management checklists about dealing with crises go to www.managers.org.uk/bouncingback and join the conversation @CMI_managers #BouncingBack

ORGANISATIONS ARE HELD RESPONSIBLE FOR CRISES



78%

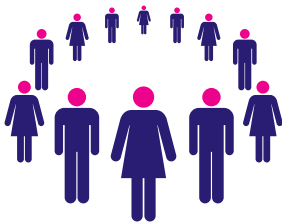
blame unsupportive management



68%

blame failings in company culture

BUT MANAGERS LEARN AND CHANGE AS A RESULT



85%

actively work to create and maintain a good workplace culture



83%

communicate better



78%

are more self-aware

6 KEY LESSONS FOR MANAGERS AND ORGANISATIONS



1. Destigmatise failure



2. Develop risk tolerance



3. Accept, re-evaluate and face forward



4. Leadership for resilience: a balanced mindset and humility



5. Mentoring



6. Building and using support networks

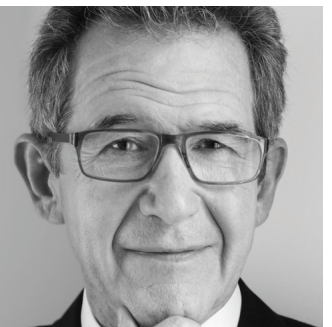
I learned to lean on mentors... people I knew through professional networks.

Charlotte Proudman



The future is the only thing that matters. It is what it is and we move forward.

Lord John Browne



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