|  |  |
| --- | --- |
| **Cause-oriented thinking** | **Response-oriented thinking** |
| **Control** |  |
| Was this adverse event inevitable,  or could I have prevented it? | What features of the situation can I (even potentially) improve? |
|  |  |
| **Impact** |  |
| Did I cause the adverse event, or did  it result from external forces? | What sort of positive impact can I personally have on what happens next. |
|  |  |
| **Breadth** |  |
| Is the underlying cause of this  event specific to it or more  widespread? | How can I contain the negatives of the situation and generate currently unseen positives? |
|  |  |
| **Duration** |  |
| Is the underlying cause of this  event enduring or temporary? | What can I do to begin addressing the problem now? |

A change in mindset – Are you asking yourself the right questions?

To strengthen their resilience, managers need to shift from reflexive, cause-oriented thinking to active, response-oriented thinking.