

Grit, Persistence & Cognitive Response

How to engineer the way your leadership team responds under pressure — before the pressure arrives.

Response quality under stress is a trainable system, not a personality trait. Organizations that perform in a crisis rehearsed the response while the water was calm.

BUILD THE RESPONSE SYSTEM

- Name the five failure scenarios most likely to hit your organization
- Write a one-page response protocol for each: first hour, first day, first week
- Assign a decision owner and a communications owner per scenario
- Rehearse two scenarios per year with the full leadership team

SIGNALS OF LOW RESPONSE CAPACITY

- Escalations route to the owner instead of the accountable manager
- Bad news travels slowly and arrives already interpreted
- The same crisis recurs with a different name each quarter

LEADER PRACTICES

- Separate the decision from the emotion: state facts, then options, then choice
- Set a decision clock — most operating decisions do not improve after 48 hours
- Debrief every incident in writing within five business days