



BurnBright Advisory

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INTEGRATION INTELLIGENCE

Business Resilience Playbook™

Building a Business That Can Absorb Shocks Without Losing Function

Prepared for:	[Client / Company Name]
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INTEGRATION LAYER

Executive Summary

The Business Resilience Playbook™ helps leadership teams build a business that can absorb shocks — financial, operational, leadership, or workforce — without losing function. It translates resilience from an abstract aspiration into four concrete focus areas, each with its own diagnostic questions, planning templates and a combined Business Resilience Score™.

Estimated completion time: 2-3 hours for the initial assessment and planning session; reviewed quarterly thereafter.

Why It Matters

Resilience is usually built reactively — after a key person leaves unexpectedly, after a cash flow crisis, after a system outage. Businesses that build resilience deliberately, before a shock occurs, recover faster and lose less ground when one inevitably comes. This playbook reframes resilience as something a leadership team plans for the same way it plans for growth, not something it only discovers it lacks during a crisis.

Resilience is not redundancy

Building resilience does not mean over-staffing or over-insuring against every possible risk. It means knowing, in advance, which failures the business can absorb and which it cannot — and deliberately strengthening the ones it cannot.

Business Intelligence Framework

The playbook assesses resilience across four focus areas, producing a combined Business Resilience Score™:

1. Leadership Resilience — can the business continue if a key leader is unavailable for an extended period?
2. Operational Resilience — can core operations continue through a system failure, supplier disruption, or process breakdown?
3. Financial Resilience — can the business absorb a significant revenue shock without an existential crisis?
4. Workforce Resilience — can the team absorb the departure of a key person without losing critical capability?

Interactive Elements

Resilience Self-Assessment

Rate each focus area from 1 (highly fragile) to 5 (highly resilient):

Focus Area	Score (1-5)	Single Biggest Risk in This Area
Leadership Resilience		
Operational Resilience		
Financial Resilience		
Workforce Resilience		

Scoring guide

Total 4–9: Fragile — prioritise this playbook immediately. 10–15: Developing resilience, address the lowest-scoring area first. 16–20: Strong resilience — maintain through quarterly review.

Risk Scenario Planning

For each focus area's biggest risk identified above, plan a response in advance:

Risk Scenario	Early Warning Sign	First 48-Hour Response	Owner
[e.g. Key supplier fails]	[Sign]	[Response]	[Name]
[]			
[]			
[]			

Implementation Guide

Immediate Actions — 30-Day Plan

- ◆ Complete the Resilience Self-Assessment as a full leadership team, not individually

- ◆ Identify the single lowest-scoring focus area and name it explicitly as this quarter's resilience priority

Short-Term Actions — 90-Day Plan

- ◆ Complete Risk Scenario Planning for the top two risks in the lowest-scoring focus area
- ◆ Share the 48-hour response plans with everyone named as an owner, and confirm they understand their role

Long-Term Actions — 12-Month Integration Plan

- ◆ Re-run the full Resilience Self-Assessment quarterly and track the Business Resilience Score™ as a standing leadership metric
- ◆ After any real disruption, however small, run a short retrospective and update the relevant scenario plan

Executive Dashboard Metrics

This playbook is the primary driver of the Organisational Resilience metric, and meaningfully contributes to Workforce Stability and Growth Readiness.

AI Coach Integration

Executive reflection prompt

“Here are my Resilience Self-Assessment scores: [paste]. Which focus area's risk would be most damaging if it happened this quarter, regardless of how likely it is?”

Growth planning support prompt

“Given my lowest-scoring resilience area, draft a first-draft 48-hour response plan I can refine with my team.”

Leadership development suggestion

Pairs with the BurnBright Advisory “Resilient by Design” half-day workshop.

Related Resources — Learning Pathway

← Previous: Scaling Readiness Assessment™ (confirms the business is ready to absorb growth)

→ Next: Operational Continuity Toolkit™ (builds detailed continuity and recovery plans)

Also related: Risk Mitigation Framework™, Workforce Sustainability Framework™

— End of Business Resilience Playbook™ —