How the EFQM Model can help you get through a crisis

The EFQM model can help you ask the right questions so your organisation can adapt to any crisis.

For more detail on the questions to ask check out our free Disruption self-assessment tool on Assess Base, the new home for Digital EFQM Assessments.

**DIRECTION**

**Purpose, Vision & Strategy**
- How can we make our organisation both fit for purpose and fit for the future?
- How should we adapt our purpose, vision and strategy in light of the pandemic?
- How should we re-focus our resources to support all of our affected stakeholders?

**Organisational Culture & Leadership**
- How can we demonstrate our values through our actions during this crisis, at every level of the organisation?
- What support can we provide our employees and stakeholders to help them get through it?

**EXECUTION**

**Engaging Stakeholders**
- How can we better communicate with our stakeholders to actively listen, and then deliver clarity?

**Creating Sustainable Value**
- When we have limited resources available, what do we prioritise, and how do we decide? Both now, and in the future.

**Driving Performance & Transformation**
- What does success look like now? How are we measuring and monitoring progress? How can we be sure that we’re still supporting our long-term purpose, vision and strategy?

**RESULTS**

**Strategic & Operational Performance**
- What are the financial implications for our organisation? Is this the right time to trim or expand our priorities?
- What do we need to do to ensure we can keep going during and after the immediate crisis?
- How can we deliver on our current and future commitments? How and when should we discuss the impacts of this new reality with our partners, clients and suppliers?

**Stakeholder Perceptions**
- How can we ensure that our stakeholders support our actions?
- What can improve, based on our stakeholders’ feedback?

Sign up to our online courses here

Check out our one-day online courses – updated to include modules on Covid-19.