

Resilience: A tale of building and/or breaking

Key points presented by David Spira of [Room Escape Artist](#) at RECON Laval 26.

Resilience

- History has far more difficult times than easy times.
- Building resilience in yourself, your team, your business, and your community is how to build your resilience.
- Having a talented team and great people around you is only half the battle; process, management, and structure takes you the rest of the way.

Failure

- Most education systems give their students a poor relationship with failure.
- Failure is often seen as something to be avoided at all cost.
- A failure is a moment for you to learn and improve. Learn to embrace your failures.
- Owning your failures isn't about ignoring, avoiding, or blaming your problems. It's about identifying, analyzing, fixing, and eventually preventing problems.
- Incorporate continuous retrospective into your process. In the moment, document what worked, as well as what could be better. Review this and implement changes for future projects.

Improvement is Personal

- Resilience begins with you.
- You are your most valuable asset. Are you caring for that asset?
- Everyone struggles with something. You are not alone.

Build Your Team

- "Everyone is replaceable" does NOT mean "everyone is disposable." If you treat everyone as disposable, you'll spend all your time training, rather than building and growing.
- Create a supportive environment that allows employees to make errors. If employees don't feel supported through failure points, they won't go out on a limb and will retreat to safe spaces, stunting your growth and development.
- You need people on your team to have all the skills you need to run a creative business.
- Create structure and document your organization to make it easier to bring on new people.

Foster a Community

- Your fans who know who you are will advocate for your work. They need to know you care.
- Your friends and family (both biological and found) are critical to success. If you can't celebrate with those close to you, your successes will lose meaning and value.
- Build connections with your local community. It's so much easier to connect to other small businesses, other makers, and local services when you need them.
- "Business is socializing with purpose."
- AI won't save you. The more your community thinks your business is mostly machines and bots, the less they will care about you.
- "The Strength of Weak Ties." You are more likely to find a job through an acquaintance than through your best friend.
- The global community gives you perspective about what is possible in the industry; take inspiration from everyone!

Take-Away Points

- Start with kindness, for yourself and the people around you.
- Take care of yourself, your team, your family, and your community.
- When you build yourself up, you're in a much better position to endure.
- You offer more than entertainment. You offer connection to others and a break for players from their lives. In times of struggle, this is invaluable.
- No one has it all figured out.
- Aligning goals is most of what you do as a leader.
- Small steps are more impactful than grand romantic gestures.
- Don't just embrace leadership, remember to put a focus on developing good followership. Most people will spend most of their time on a functional team supporting one another, even good leaders.