

# The Pandemic Effect on the New Norm for Management of Organizations towards Reevaluating Business Continuity Plans in Coordination of Crisis/Risk Management Programs

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## **Abstract**

When the world realized that there was a pandemic in the midst, many organizations and industries realized that immediate changes were needed on a variety of managerial and leadership levels. The need to create a new approach to crisis/risk management programs, especially in the context of business continuity planning, was significant. The world saw a change in the modus operandi of decades of successful operations reduced to a shell of existence in many organizations. Even governmental, labor/union managerial organizations, as well as educational institutions almost ceased to resemble what they were just a few months earlier. The whole paradigm of business, education, and management was shifted to another plateau. While Kuhn upset the world with the concept of paradigm shifts, which has taken on many meanings depending on the research, industry, and current events. This paper will focus on a contextual framework of the chain of events which evolved over the epic period to ascertain a form of sense-making as Weick discussed when companies and other organizations try to understand actions, events, and/or outcomes. Consequently, this paper will look at the changes from the viewpoints before, during, and after the “new norm” as the turning point in global operations.

**Keywords:** Business Continuity Programs, Crisis/Risk Management, New Norm