

FOREWORD

Almost all of us have experienced severe disruptions to our taken-for-granted leisure and work activities, arising from the COVID-19 virus. Leaders and communities around the world have been responding in various ways to the associated challenges. Some responses have been highly effective, others not so. The more effective responses have respected scientific realities and have acknowledged the fundamental importance of physical and psychological health. They have encouraged mindfulness about the impact of our own behaviours on the well-being of others and have been highly responsive to the safety needs of those among us who are most vulnerable to the virus. They have involved innovative use of technology to deliver services, along with citizens' acceptance of mutual responsibility for ensuring that we can successfully navigate this crisis together.

This positive and engaging book provides some inspiring examples of how combinations of ideas and technology are being harnessed not only as resources and practices for navigating the COVID-19 crisis but also as ways of thinking, being and acting that can build a better world in any post-COVID-19 era that we are all hoping for. These innovative resources and practices include building multifunctional customer-centric e-communication platforms, creating positive identity through social media, teaching yoga at a distance, and using design thinking and systems thinking to envisage more sustainable products and services.

It is worth noting that the rise of a new and lethal Coronavirus was anticipated a decade ago by some scientists, whose warnings went unheeded. I believe that the mindsets and skillsets that are illustrated in this book can help reduce the likelihood of similar tragedies in the years ahead.

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