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ORGANIZATIONAL RESILIENCE, SUBSTANTIVE COMMUNICATION AND CORPORATE SOCIAL RESPONSIBILITY

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***Abstract** This article presents a debate regarding the concept of organizational resilience. If the organization is resilient, it faces situations of rupture and risk successfully, innovating and learning during the process, as well as achieving superior levels of equilibrium and complexity, in a dynamic of continuous evolution”. The more resilient the organization is, the more innovative its activity, grounded in a more substantive communication – inspired by Habermas’ theories – which seeks understanding and factual knowledge. If the organization is resilient, it will accept the premise of Corporate Social Responsibility that organizations are more agents and, like individuals, act based on a moral perspective. The model of post-bureaucratic organizations debates these and others issues presented in this article. **Keywords:** Resilience. Dynamic equilibrium. Communicative action. innovation. Corporate Social Responsibility..*