

# *Crisis Management*

There are times when unexpected situations disrupt organisational functionality.

This program is designed to give you and your people the skills to deal with a crisis that may occur at any time. Some organisations excel in periods of crisis because their people know what to do. Other organisations implode every time a crisis occurs.

## **How good are your crisis management skills?**

Ask yourself the following questions:

1. Our people can fix unexpected organisational problems?
2. Our people make fast and correct decisions during a crisis?
3. Our people can read the signals of a potential crisis?
4. Our people can map out a problem which might be intertwined with the organisational processes?
5. Our people have a proven platform to work from during a crisis?
6. We have a culture that acknowledges intuition and interpretation?
7. Our people know the importance of risk management?
8. Our people periodically review the operational processes?
9. Our people set contingency plans?
10. Our people are aware of the different types of crisis that occur in organisations?
11. Our people know what to say and what not to say?
12. Our people think on their feet?
13. Our people have allocated resources for managing crisis?
14. Our people are aware of service recovery methodologies?
15. Our people know how to effectively manage anxiety, body language and stress levels during a crisis?

### **YOUR SCORE**

People with good crisis management skills generally score "YES" to 12 of these questions.

If you scored less, you should think about learning how to improve your crisis management skills.



# Key learning outcomes

Your Crisis Management program will give participants the skills to:

- Understanding the root cause of the crisis
- Using key tools for managing a crisis
- Reporting the crisis accurately in the beginning
- Profiling the type of crisis that exists
- Mapping out any potential problems that could aggravate the crisis
- Understanding the importance of contingency planning
- Assessing and interpreting your action plan
- Understanding the correlation between your crisis and risk management strategies
- Applying the ARTR strategies for resolving the crisis
- Ensuring effective flow of communication within the organisation for managing crisis
- Setting periodic reviews of the operational process
- Strategic Thinking and Lateral Thinking - the main foundations of a Crisis Management Plan
- Setting effective and momentary decision making skills
- Building in knowledge loops for similar events

## Would you like to attend this program?

For maximum effectiveness, this program is best conducted as an in-house program.

- **Ideal group size:** 4 - 12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be adapted to meet your requirements.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEOs.

If you would like more information on this training program, please contact:

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