

Leadership Event

January 25, 2020

Crisis Management

Overview

- Define Crisis
- Common Features of Crisis
- Purpose for Crisis Management
- Creating a Crisis Management Plan

Definition of a Crisis

- Anything that constitutes a threat to the interests or needs of others.
- A time when an important or difficult decision should be made.
- An unstable or crucial time in which a decisive change is impending.

Common features of a Crisis

- The situation materializes quickly.
- Feeling like there is a loss of control.
- Routine operations become difficult.
- Reputation may suffer.
- Decisions are required urgently to prevent damage.
- Pressure of the situation can build over time.
- Communications become difficult to manage.
- Urgent Demands for information.

Definition of Crisis Management

- The process by which a business or organization deals with a disruptive and unexpected event that threatens to harm the organization.
- Does your lodge have anything in place?

Purpose for Crisis Management Plan

- To have a system in place to effectively address the coordinated response, resources and internal communication.
- To prevent or reduce loss from the situations.
- To provide accurate, timely information to internal and external audiences.
- To maintain a positive image of the organization.

Create a Crisis Management Plan

1. Access risks.
2. Produce a plan or various plans.
3. Appoint a crisis management team.
4. Define roles and responsibilities.
5. Need to have a communication plan within your crisis plan.
6. Engage with all parties that are involved.
7. Publish plans and provide training.
8. Practice plan and review often.

Recap

Be Prepared

- Access the Situation.
- Engage with all involved.
- Use the plan put in place.
- Communicate