

Crisis Management

Crisis management is as important as finance management, personnel management, etc. Having a clear effective program and plan for an event is critical not only survival, but critical to the profitability and possibly the the company. Being able to identify risk, assess the and respond appropriately is important, and requires not training, but practice.



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survival of
situation
only

With our Crisis Management workshop your participants understand that a crisis can occur any time. They will develop skills needed for certain negative events. Also, they will be able to recognize warning signs to help avoid negative situations completely, or, if the situation occurs, better manage the crisis.

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Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Crisis

- Internal Risks
- External Risks
- Aggression
- Violence
- Case Study
- Module Two: Review Questions

Module Three: Workplace Violence

- Threats
- Damage
- Psychological Acts
- Physical Acts
- Case Study
- Module Three: Review Questions

Module Four: Myths

- Violence Just Happens
- It Is Uncommon
- Problems Will Solve Themselves
- It Is Not Possible to Prevent Violence
- Case Study
- Module Four: Review Questions

Module Five: Escalation

- Threats
- Stalking and Bullying
- Injury
- Death
- Case Study
- Module Five: Review Questions

Module Six: Concerning Behaviors

- Disruptive
- Emotional Abuse
- Causes Anxiety
- Examples of Behavior
- Case Study
- Module Six: Review Questions

Module Seven: Domestic Violence Indicators

- Disruptive Calls
- Poor Concentration
- Bruising
- Absences
- Case Study
- Module Seven: Review Questions

Module Eight: Triggers of Workplace Violence

- Reprimands and Terminations
- Financial Strain
- Loss of Loved One
- Perceived Sights
- Case Study
- Module Eight: Review Questions

Module Nine: Conflict Dangers

- Triggers
- Action Point
- Flashpoint
- Identify
- Case Study
- Module Nine: Review Questions

Module Ten: Response

- Note Areas of Concern
- Discuss It
- Report It
- Report Extreme Cases to HR/Tip Line
- Case Study
- Module Ten: Review Questions

Module Eleven: Strategies

- Policies
- Programs
- Emergency Procedures
- Train Employees
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations