

Managing a Crisis

Fail to Plan - Plan to Fail



A crisis is a defining moment for an organisation. Core management skills and organisational values are put to the test, business practices are exposed, and decisions are scrutinised with 20-20 hindsight.

Managing a crisis and its consequences requires a clear appreciation that it's no longer "business as usual."

Standard management approaches and structures, relied on to make day-to-day decisions, will no longer work. And you simply cannot wait for all the answers before taking action, nor let others dictate your future. Instead, you must be ready to act swiftly, decisively, and responsibly to protect your organisation.

CRC has experience supporting clients in planning for some of the most severe, high-profile events—whether physical (such as natural disasters, industrial accidents, violence, product recalls and fires) or non-physical issues (including litigation, data breach, and fraud). We help organisations plan for, manage, and recover from the inevitable. We look at the issues through the eyes of your stakeholders; employees, investors, customers, regulators, legislators, partners, community, media analysts...even the general public. What is their perception and expectation when you are in trouble?

Suggested Services

CRC has a range of services that can help you plan to manage such crises. In fact the plan should be capable of dealing with a wide range of scenarios anticipated or unanticipated.

Plan Build

We work with you to develop a plan which suits your organisation at this time. We will ensure that the plan is closely aligned to the requirements of ISO 22301 should accreditation to a management system be required in the short or long term (by no means a prerequisite). A software programme is an option for managing the system, especially for those with in house resource and or complex needs.

Plan Audit

For those already with a developed plan we will carry out a desktop review and walk through survey as necessary. This will provide assurance and guidance for improvement where necessary. This service could be matched with plan testing mentioned as described below

Plan testing and BCP Training.

All management systems require testing. This is especially true for crisis which may never actually happen. There will be no practice or experience without formalised training. You don't want to have to learn post event. We can arrange desk top scenarios or arrange full blown simulation tests with emergency response and crisis communication. Training for management and emergency response teams is also available. Training in roles and responsibilities with a large emphasis on the WHY of BCP is often necessary and recommended ahead of plan testing and of course real life scenarios