

# CRISIS MANAGEMENT FOUNDATIONS

**BUILDING AN EFFECTIVE CRISIS  
MANAGEMENT PROGRAM**

## YOUR PARTICIPATION

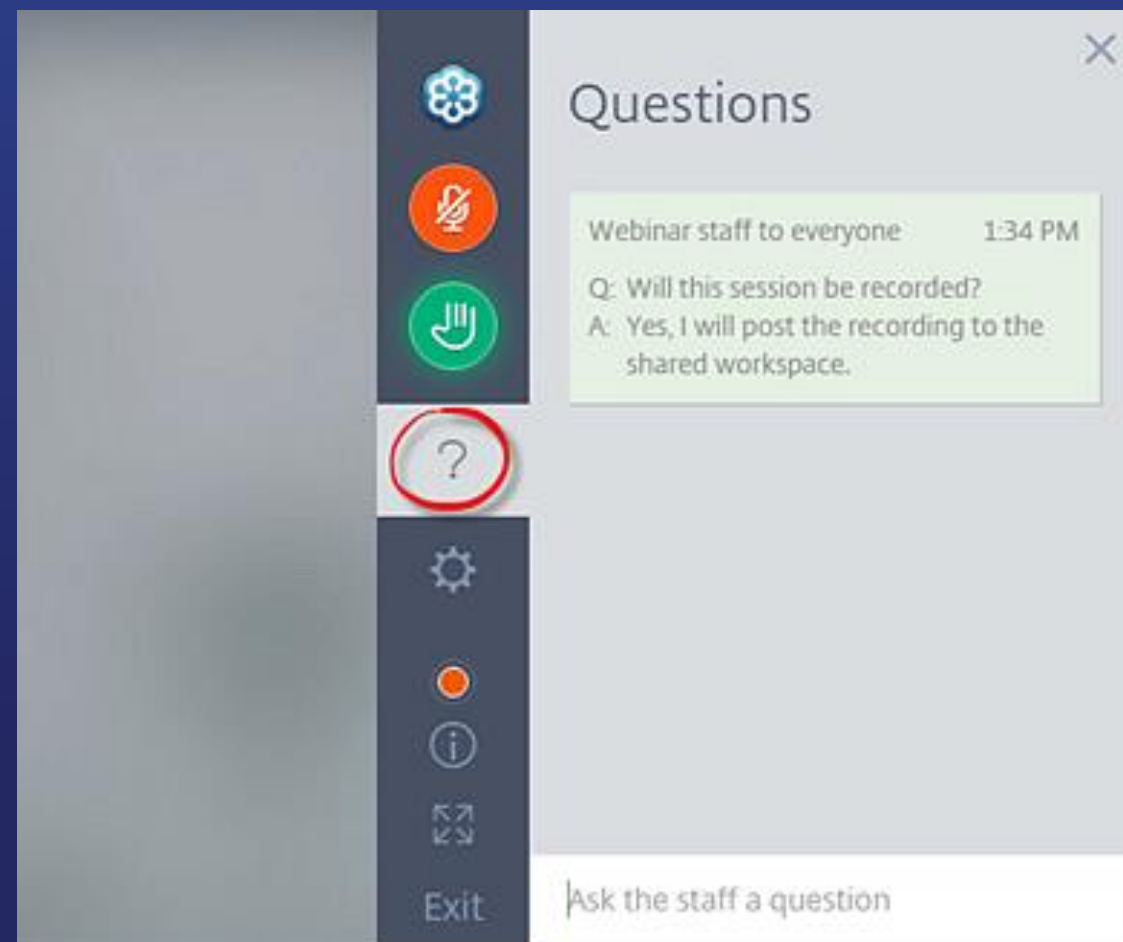
Open and close your control panel

Join audio:

- Choose **Mic & Speakers** to use VoIP

Submit your questions using the **questions** panel, we will answer as time allows.

**Note:** Today's presentation is being recorded and will be provided via email.



# Gautier POROT

**Security Director**  
**International SOS**



# Michel KENEL

**Owner & Instructor**  
**KENEL Crisis Leadership training**



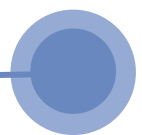


# CRISIS MANAGEMENT WEBINAR SERIES

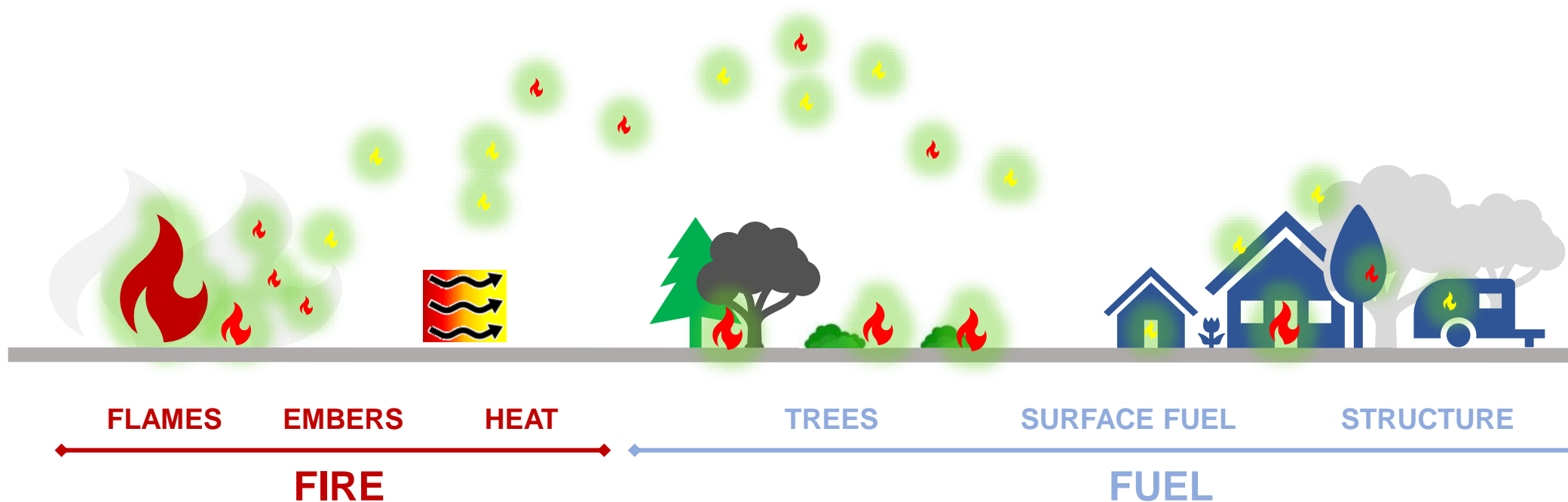


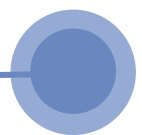
# **What resilience strategy to best deploy my Crisis Management organization?**

A white circle graphic with a dark blue shadow, positioned to the right of the main text.



# RESILIENCE STRATEGY

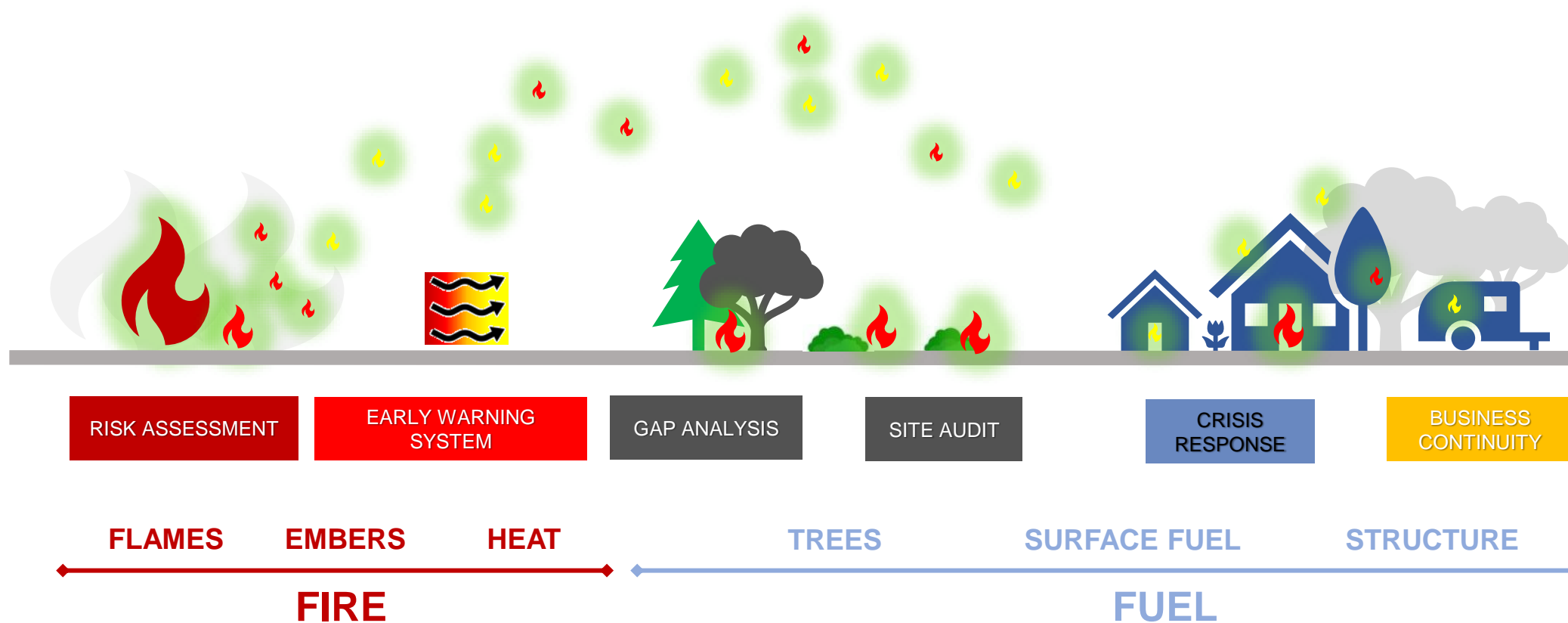


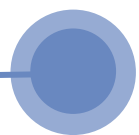


# RESILIENCE STRATEGY

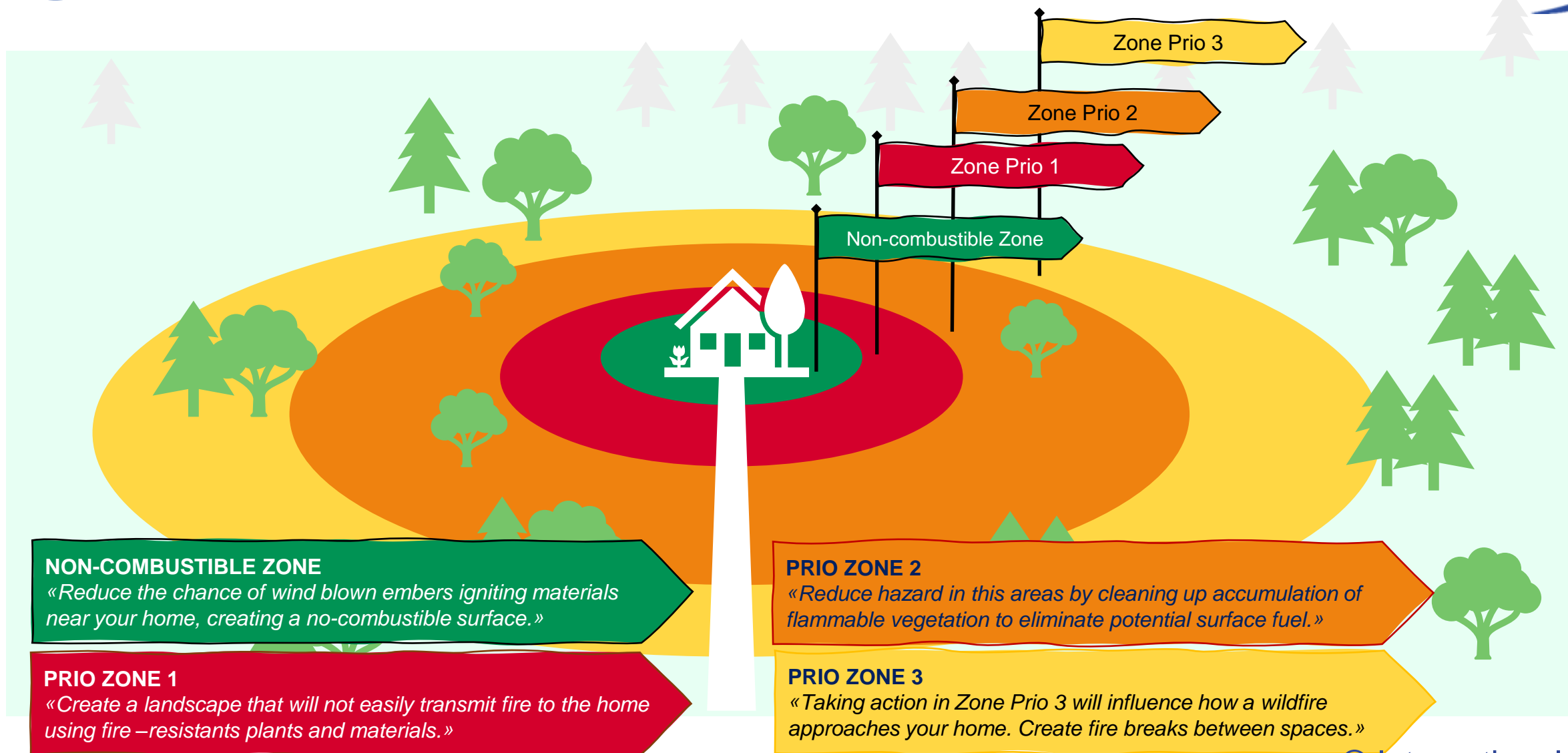


INTELLIGENCE





# FROM A FIREFIGHTER'S VISION



# What is the definition and characteristics of a crisis?

A solid white circle is positioned to the right of the main heading, connected to the text by a thin white horizontal line.



# WHAT IS A CRISIS?

*“A **low-probability, high-impact** event that threatens the viability of the organization and is characterized by **ambiguity of cause, effect, and means of resolution**, as well as by a belief that **decisions** must be made **swiftly**.”*

Pearson and Clair (1998)

## Context

**Low probability**

**High impact**

**Ambiguity**

## Actions

**Effect**

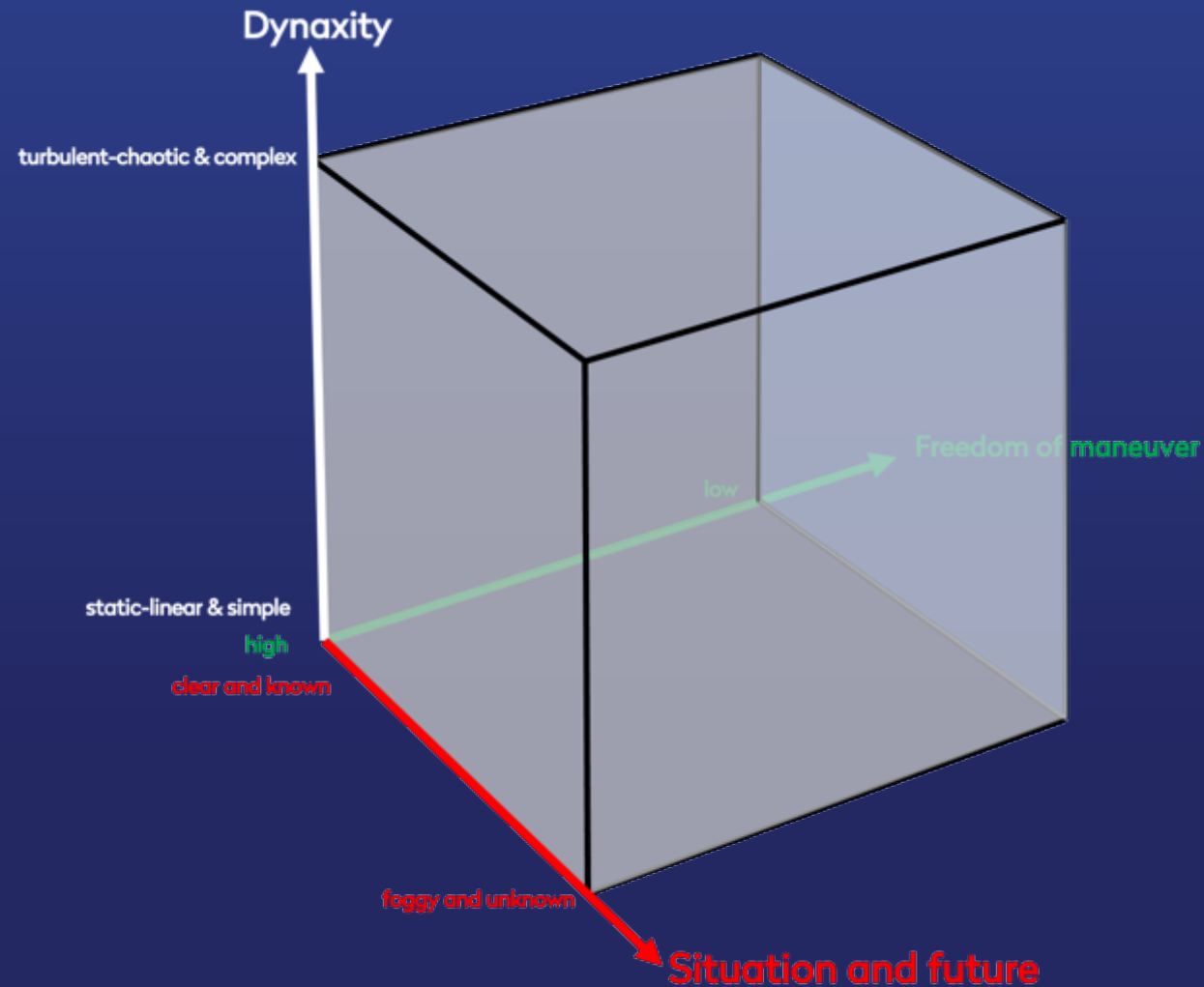
**Means of resolution**

**Decisions**

## Dynamics

**Swiftly**

# WHAT ARE THE CHARACTERISTICS OF A CRISIS?

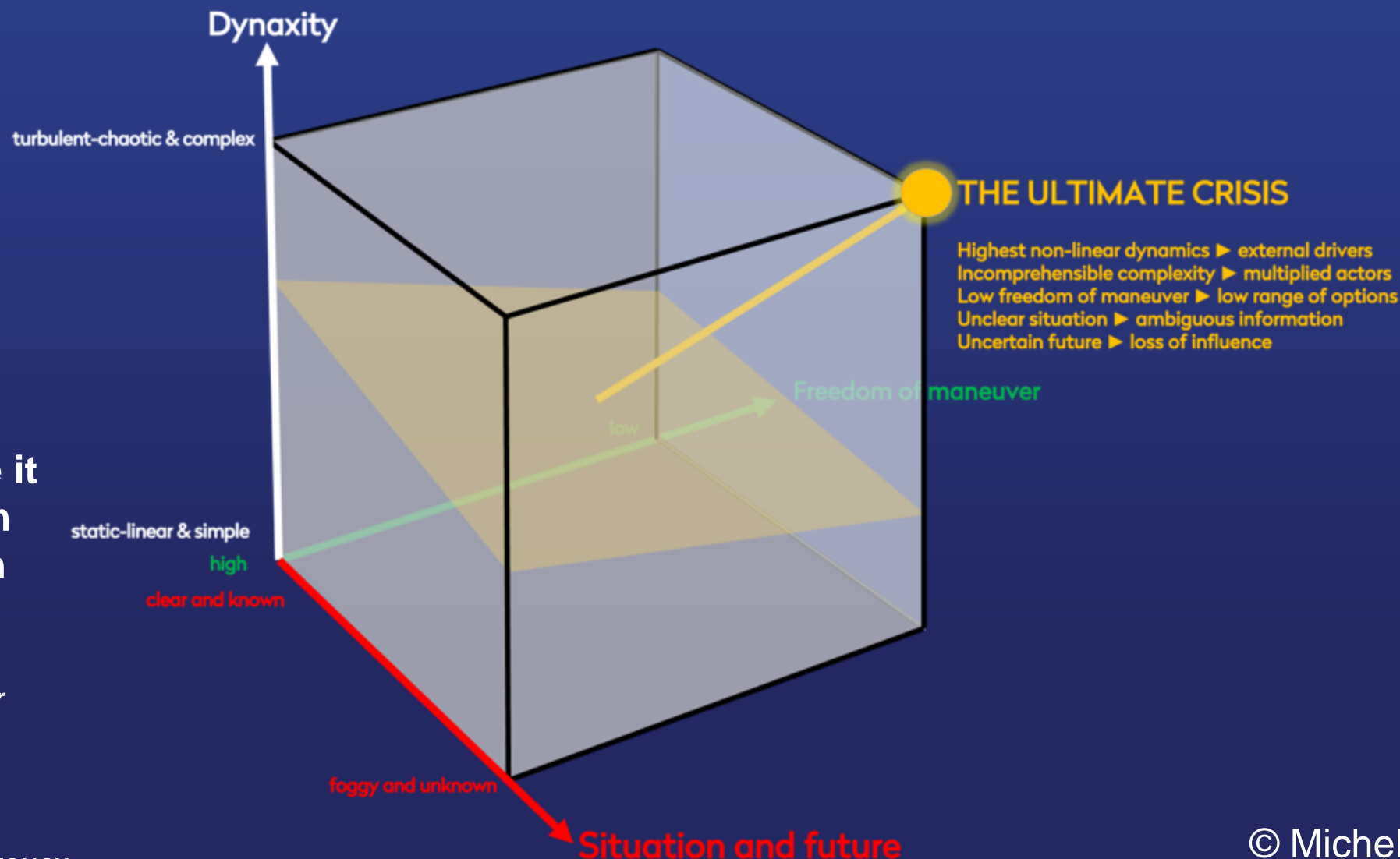


# WHAT ARE THE CHARACTERISTICS OF A CRISIS?

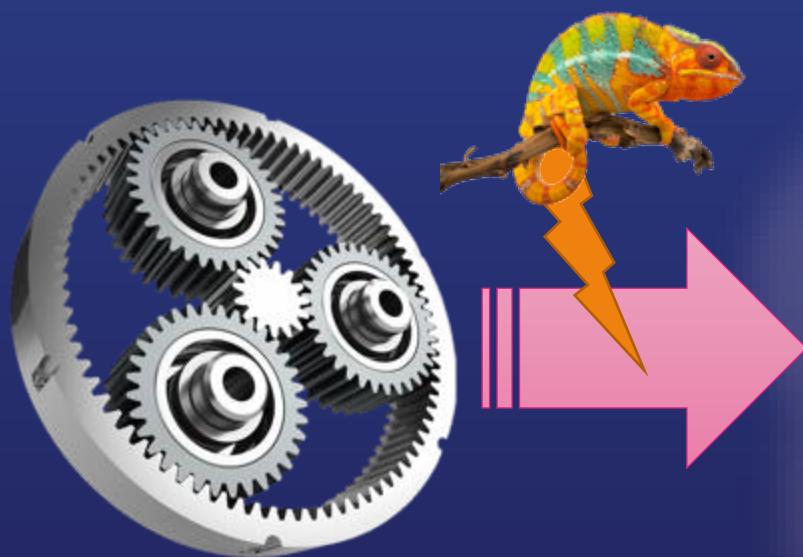


“War [crisis] is, therefore, ... a true chameleon, because it changes its nature in some degree in each particular case, ...”

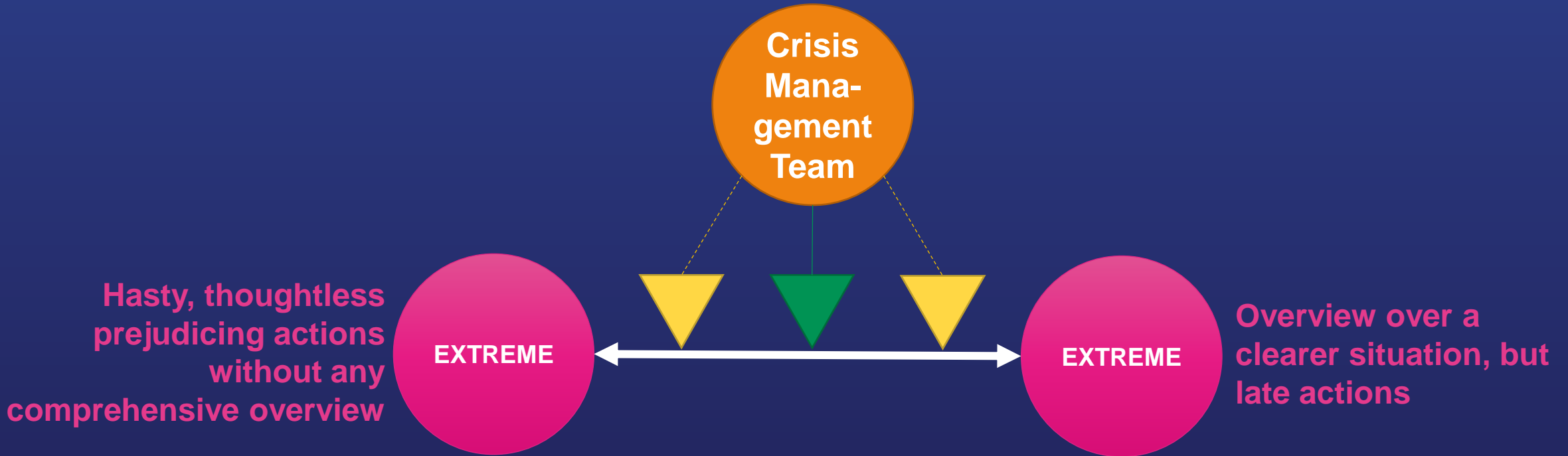
Von Clausewitz C. (1832) *On War*



# WHAT ARE THE CHARACTERISTICS OF A CRISIS?



# WHAT ARE THE CHARACTERISTICS OF A CRISIS?

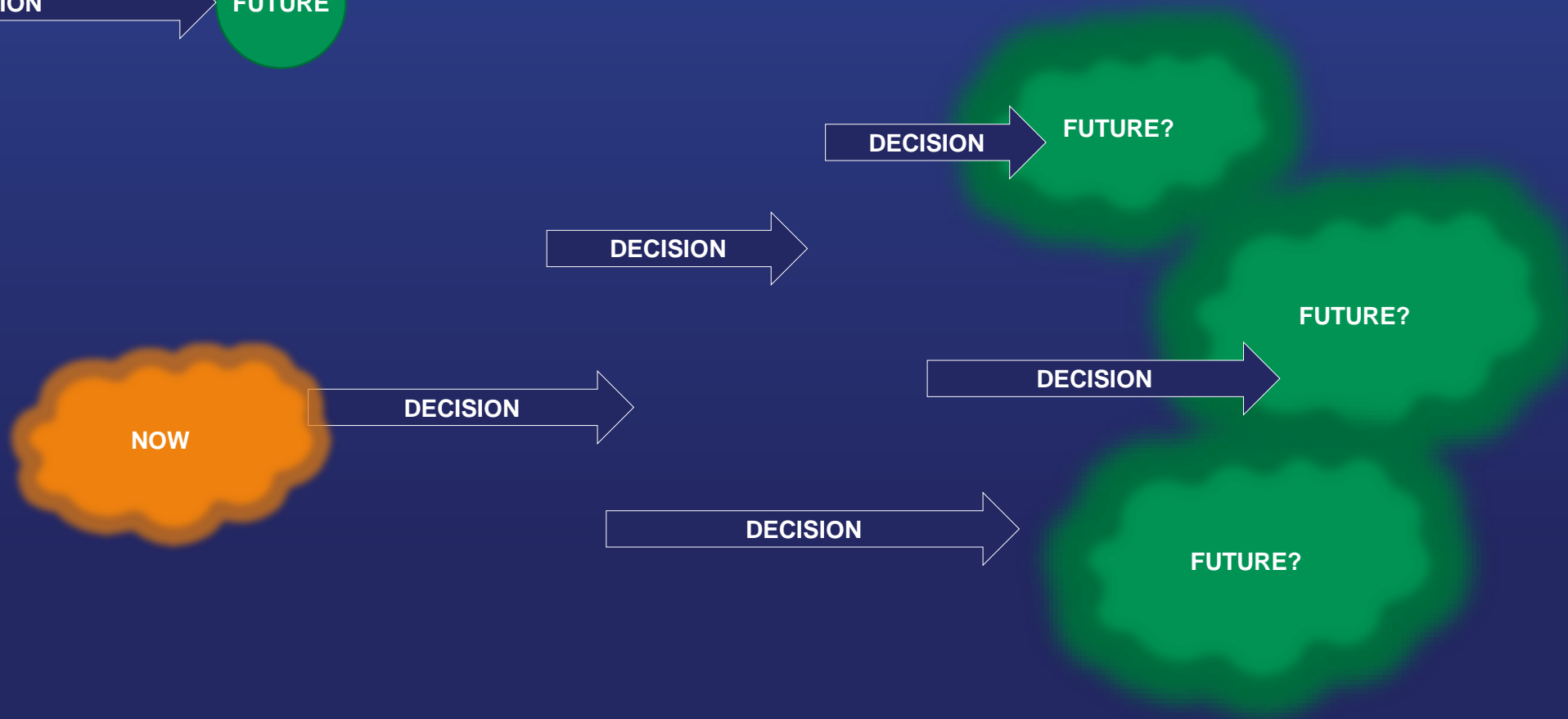




## **SLORUPS**

**Swift launch of rational, unagitated problem solving**

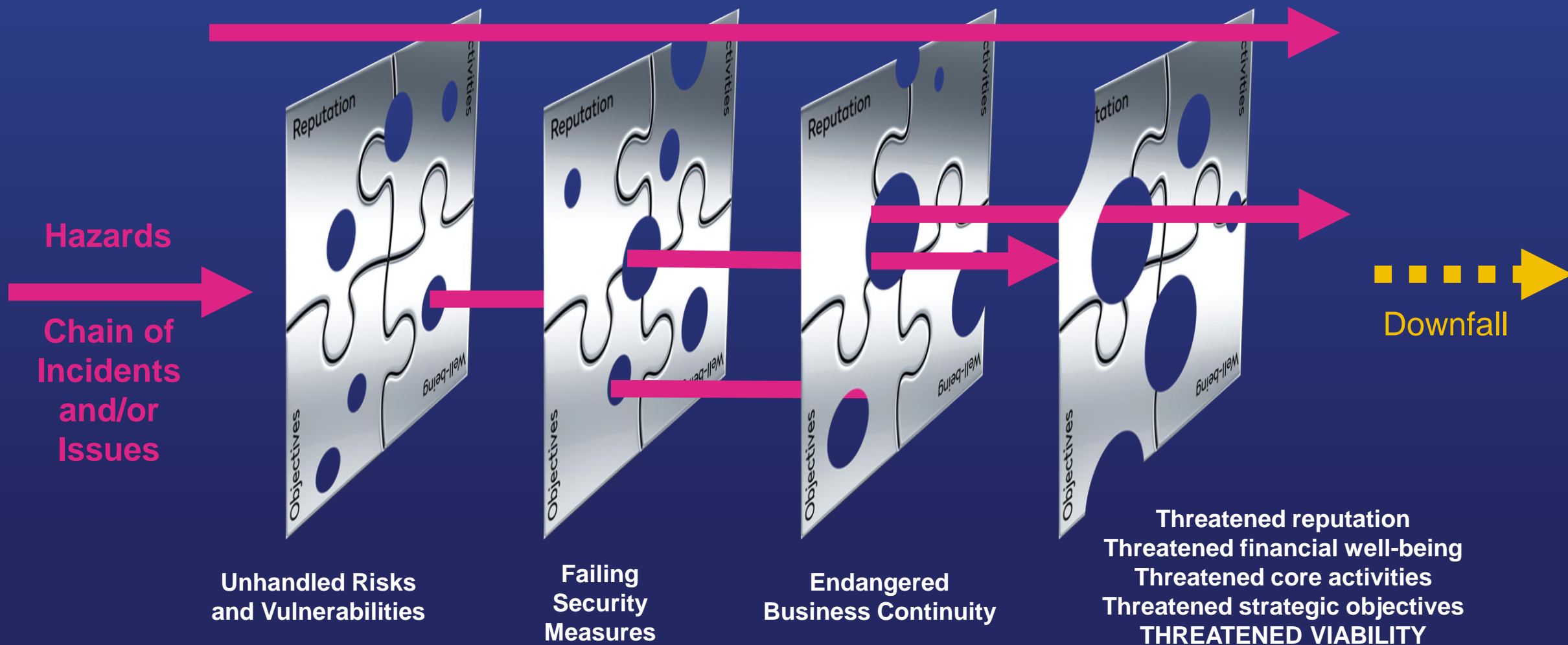
# SECOND INSIGHT



# What is a crisis and what is not?

A white circle graphic with a thin black outline, positioned to the right of the title text.

# WHAT IS A CRISIS, WHAT IS NOT?



# WHAT IS A CRISIS, WHAT IS NOT?



# How can Crisis Management help you protect your workforce?

A white circle with a dark blue shadow, positioned on a horizontal line that extends from the left edge of the slide.



# CRISIS MANAGEMENT STRUCTURE



## STAGES OF CRISIS MANAGEMENT

### PRE-CRISIS

Develop and practice ways to respond to various crisis scenarios

Identify risks and implement mitigation plan

Establish monitoring or early warning system

Develop crisis response plan

CMT building

Trainings

### CRISIS RESPONSE

Execute the organization's crisis response plan

Assess the situation

Activate support

Act where possible

Apprehend the problem

Attain your desired-end state

### POST CRISIS

Review, adjust and update response plan for the future

Activate BCPs

Watch for crisis resurgence

Conduct After Action Review

Revise your plans

Reassess risk exposure

Continue education of the CMT



# CRISIS MANAGEMENT STRUCTURE



## CRISIS MANAGEMENT CLUSTERS

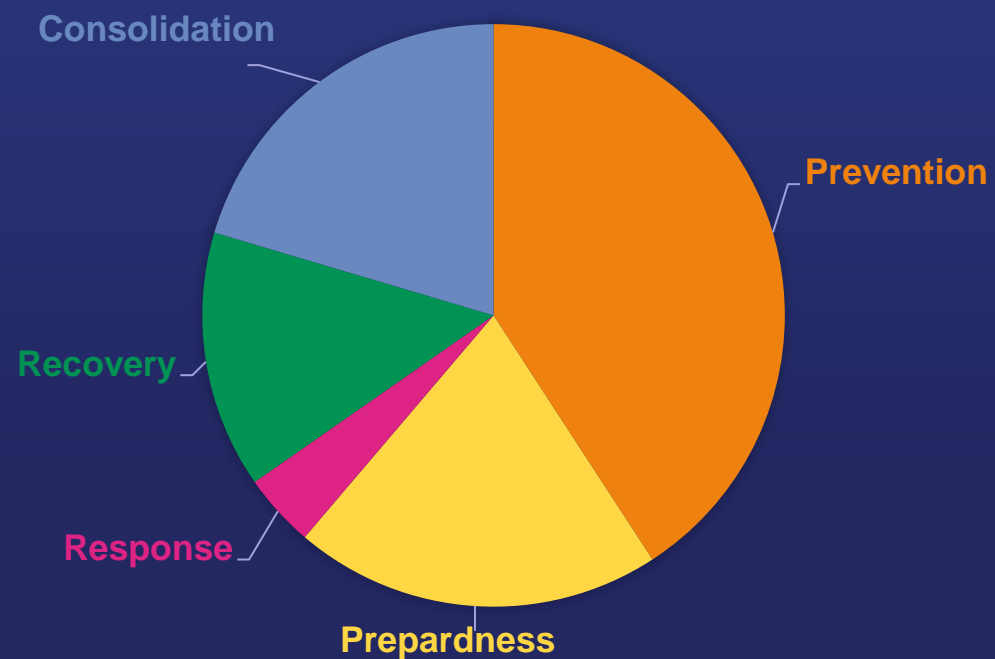




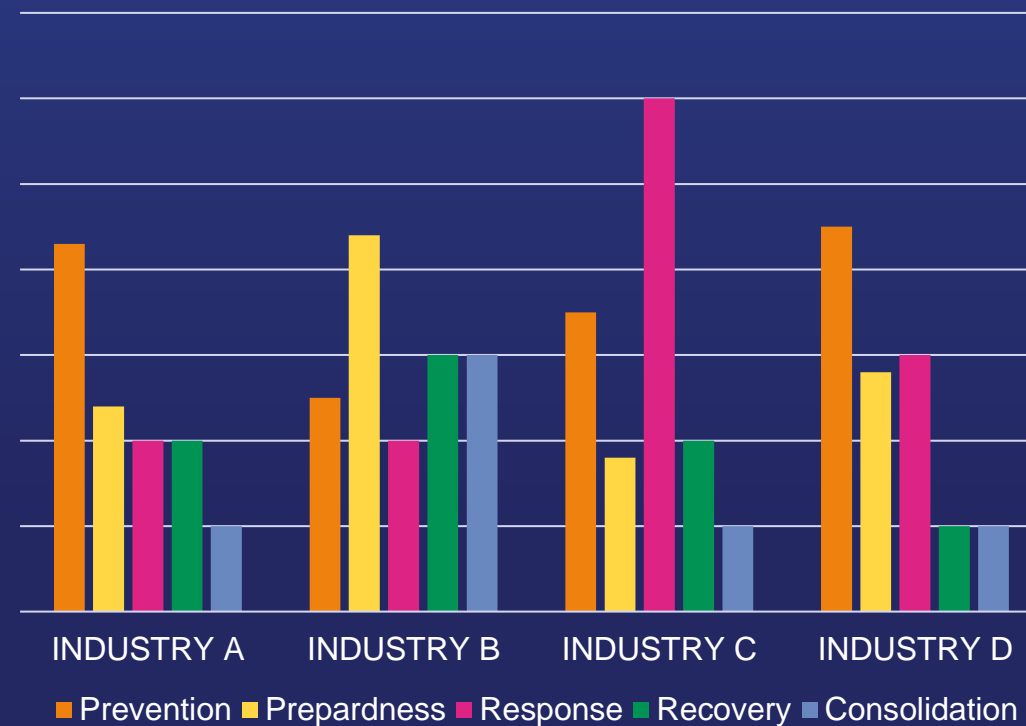
# REALITY CHECK



## ACADEMIC VISION



## REALITY VISION





# HOW CAN CM HELP YOU PROTECT YOUR WORKFORCE?



## DIRECT / INDIRECT SUPPORT



### SITUATION MONITORING



### TEAM ORGANIZATION COMMUNICATION



### PROBLEM SOLVING

#### KEY COMPONENTS

- Strategy
- Process
- Organisation

#### CAPABILITY ENABLER

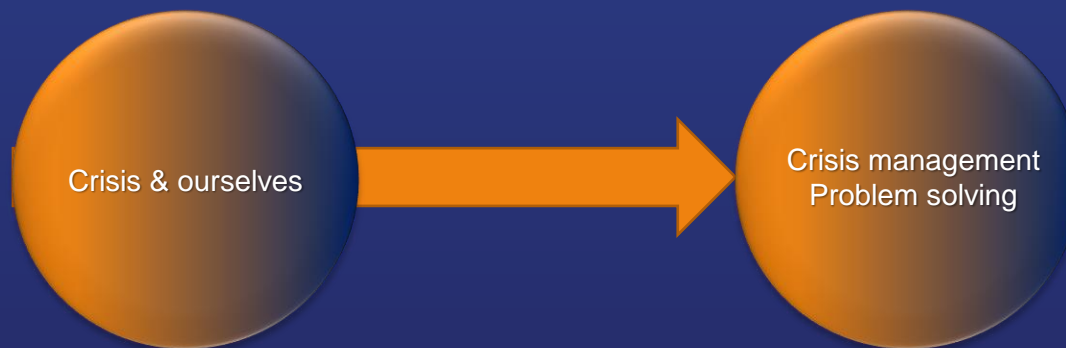
- ✓ Communication channels
- ✓ Coordination points
- ✓ Unified decision-making

#### KEY SUCCESS FACTORS

- ✓ Agnostic
- ✓ Breaking silo
- ✓ Innovative



# CRISIS MANAGEMENT WEBINAR SERIES



Webinar series - Part 2  
Dec 1st

Webinar series - Part 3  
Jan 2022



# CRISIS MANAGEMENT MASTERCLASS



*International SOS*  
**Foundation**

**VIRTUAL TRAINING\***

**CRISIS MANAGEMENT  
RESPONSE AND LEADERSHIP**

A course for individuals leading or part of their  
organisation's crisis management team



**Jan 24th – 28th live online**

**CPD**  
The CPD Certification Service



INTERNATIONAL  
SOS

# Thank you

**Follow up resources will be emailed to you shortly.**

**For any questions, please contact us:**

**[switzerland@InternationalSOS.com](mailto:switzerland@InternationalSOS.com)**

WORLDWIDE REACH. HUMAN TOUCH.