



CRISIS MANAGEMENT PROBLEM SOLVING

**BUILDING AN EFFECTIVE CRISIS
MANAGEMENT PROGRAM**



CRISIS MANAGEMENT WEBINAR SERIES



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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

LAST SEATS AVAILABLE

Jan 24th – 28th live online

CPD
The CPD Certification Service



QUICK RECAP

FERTILE GROUND FOR CRISIS DEVELOPMENT

OUTSIDE-IN

INSIDE-OUT

WORLDWIDE REACH. HUMAN TOUCH.

CRISIS ENVIRONMENT

WORLDWIDE REACH. HUMAN TOUCH.

BLIND SPOT GENERATOR

WORLDWIDE REACH. HUMAN TOUCH.

ANTIDOTE N°1: KNOW THYSELF

WORLDWIDE REACH. HUMAN TOUCH.

ANTIDOTE N°2: HAVE THE RIGHT MINDSET

WORLDWIDE REACH. HUMAN TOUCH.

ANTIDOTE N°3: BE COUNTER-INTUITIVE

WORLDWIDE REACH. HUMAN TOUCH.

ANTIDOTE N°4: EMPOWER YOUR TEAMS

WORLDWIDE REACH. HUMAN TOUCH.

ANTIDOTE N°5: BE METHICAL

WORLDWIDE REACH. HUMAN TOUCH.

ANTIDOTE N°6: BE BOLD & SAVVY

WORLDWIDE REACH. HUMAN TOUCH.

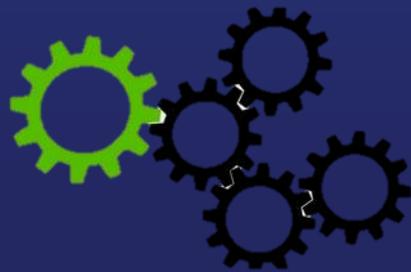
How to solve problems in times of crisis?

A white circle with a thin black outline, positioned to the right of the main text and above a horizontal line that extends from the text area across the page.

BLIND SPOT GENERATOR



11 million information/sec,
processes only 40



“Brain goes on autopilot”
Determines who turn to for advice, who
we choose, ...



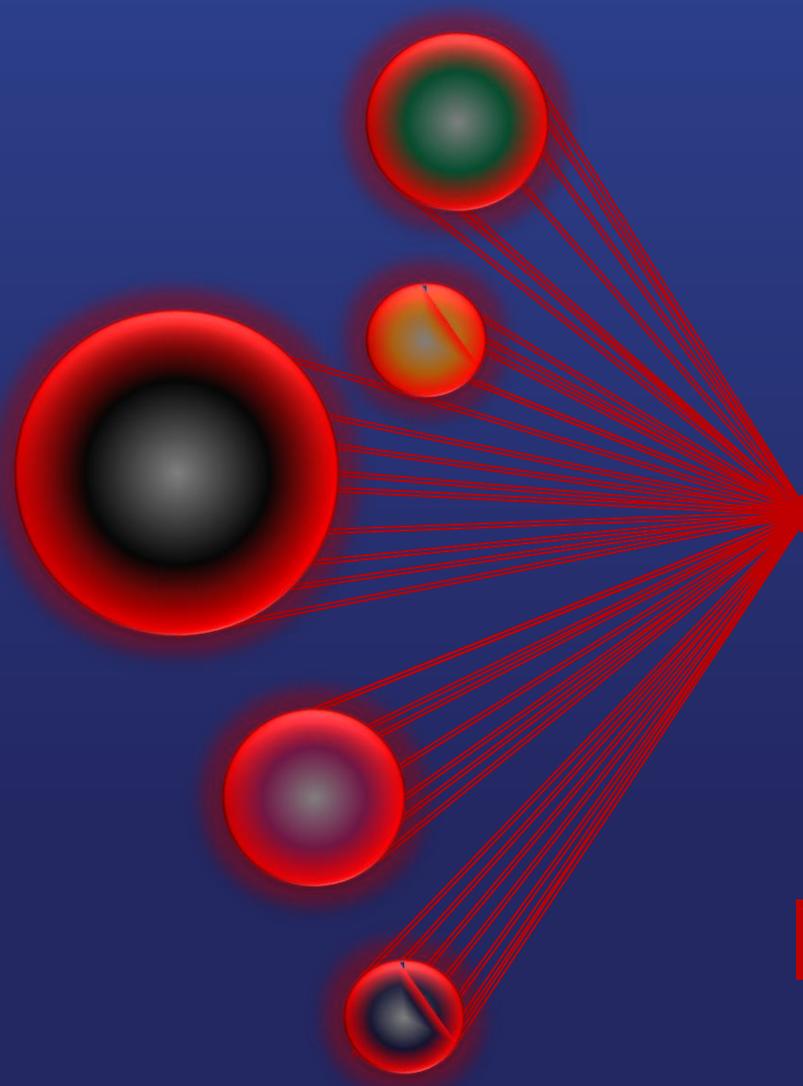
Using past experience as reference and
make assumptions... and all giving and
receiving of information...

leads to cognitive shortcuts
Horn/Halo effect

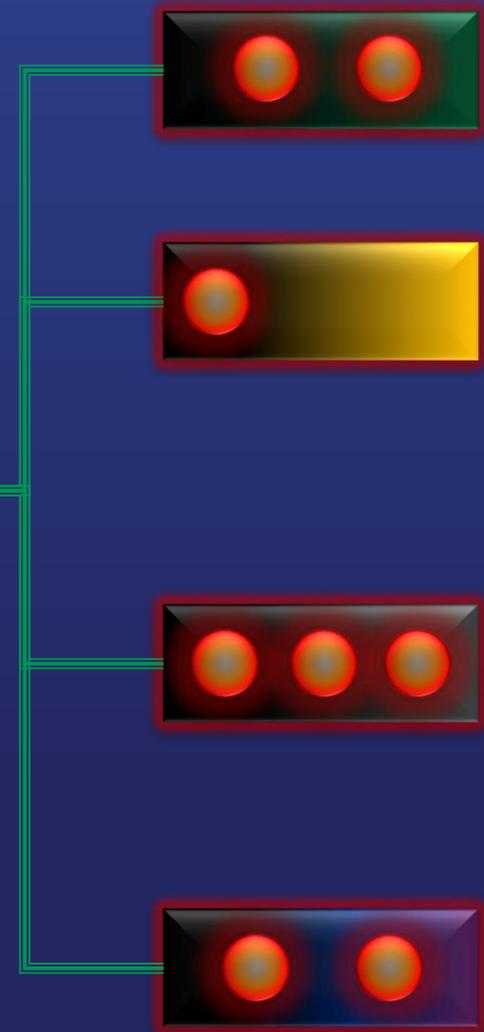


«Tunnel effect»
Misconceptions, snapped judgments
Leading to repetitive decisions, with identical
outcomes

SLOW DOWN, TO HURRY UP!

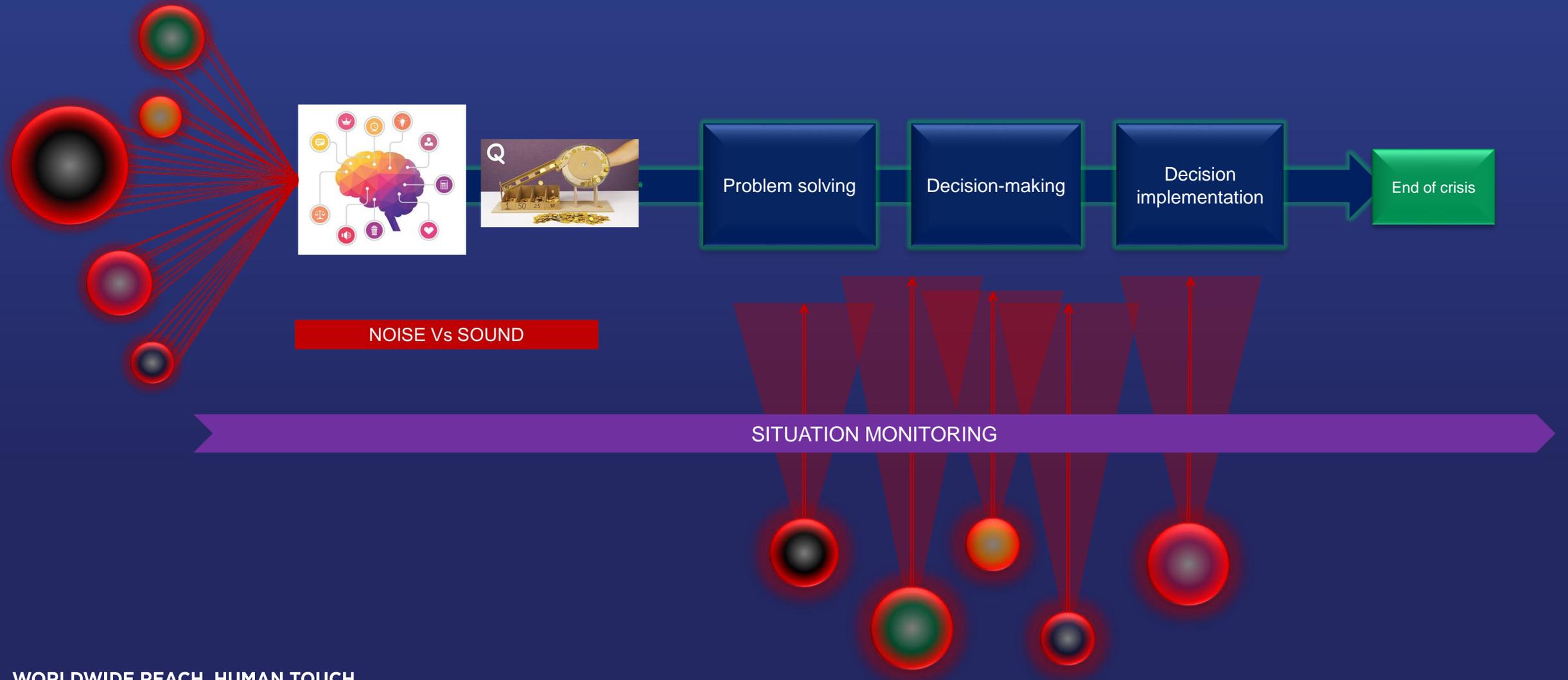


NOISE Vs SOUND

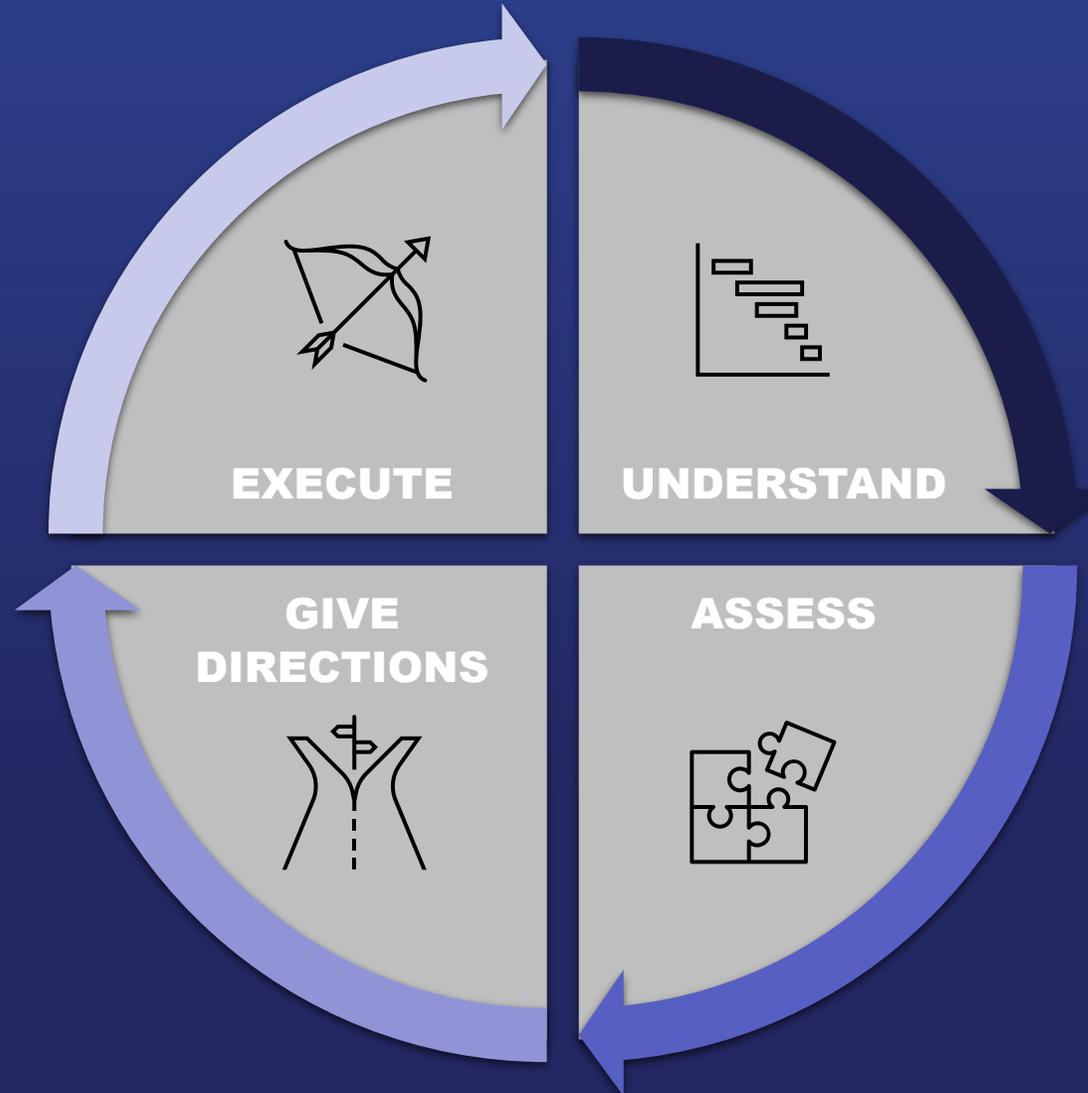




BE THE WATCHDOG



4-STEP APPROACH



STEP 1: UNDERSTAND

Compiling information

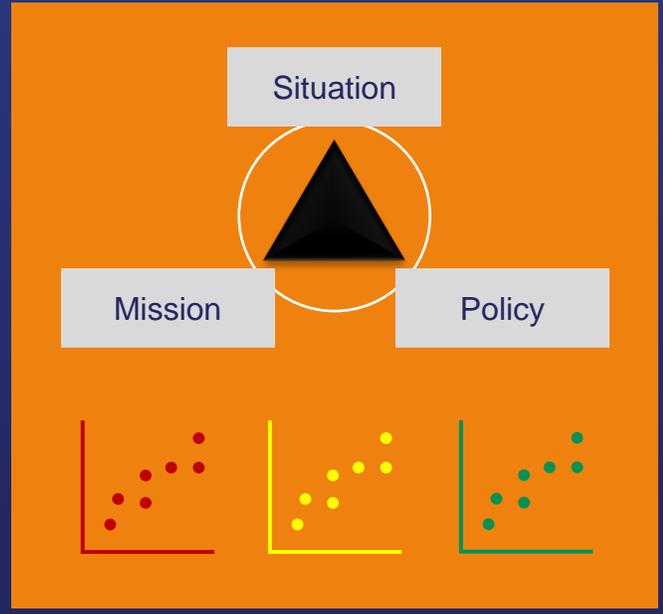


Understanding the situation and impact

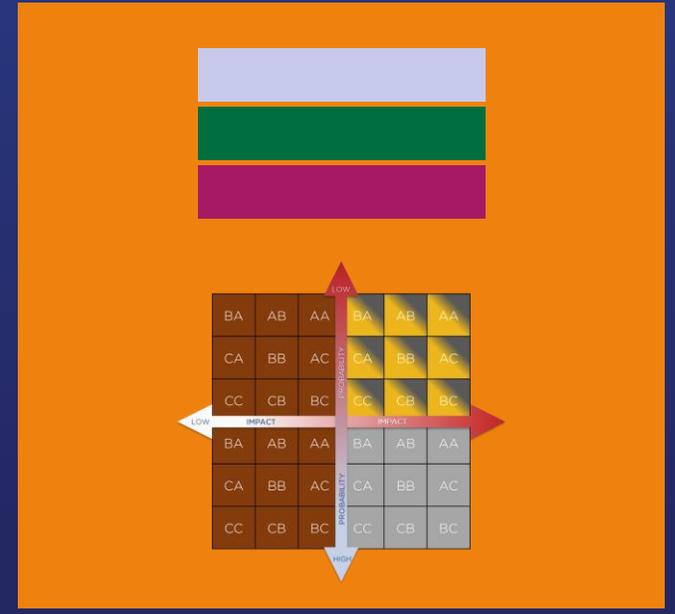


STEP 2: ASSESS

Analyzing threats and future developments

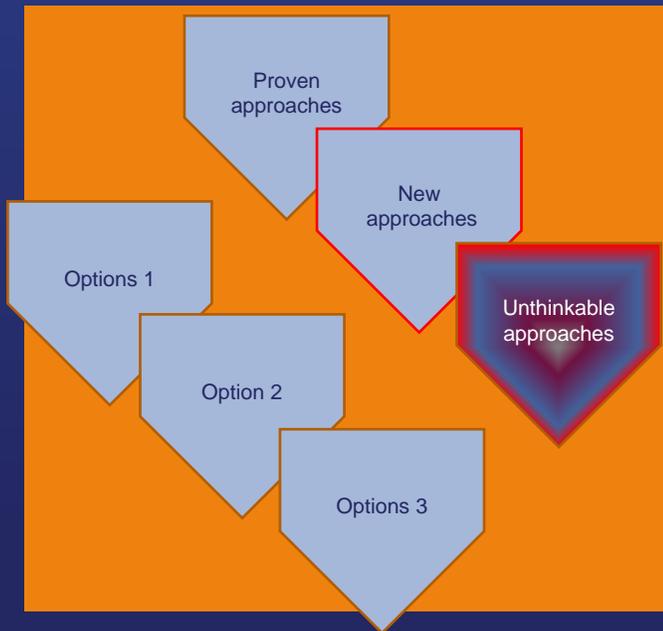


Defining & prioritizing workstreams



STEP 3: GIVE DIRECTIONS

Finding options per
workstream



Setting overall direction
and objectives

Discussing the options

Setting the overall
direction and objectives

Deciding on options

STEP 4: EXECUTE

Synchronizing
workstreams and develop
contingencies

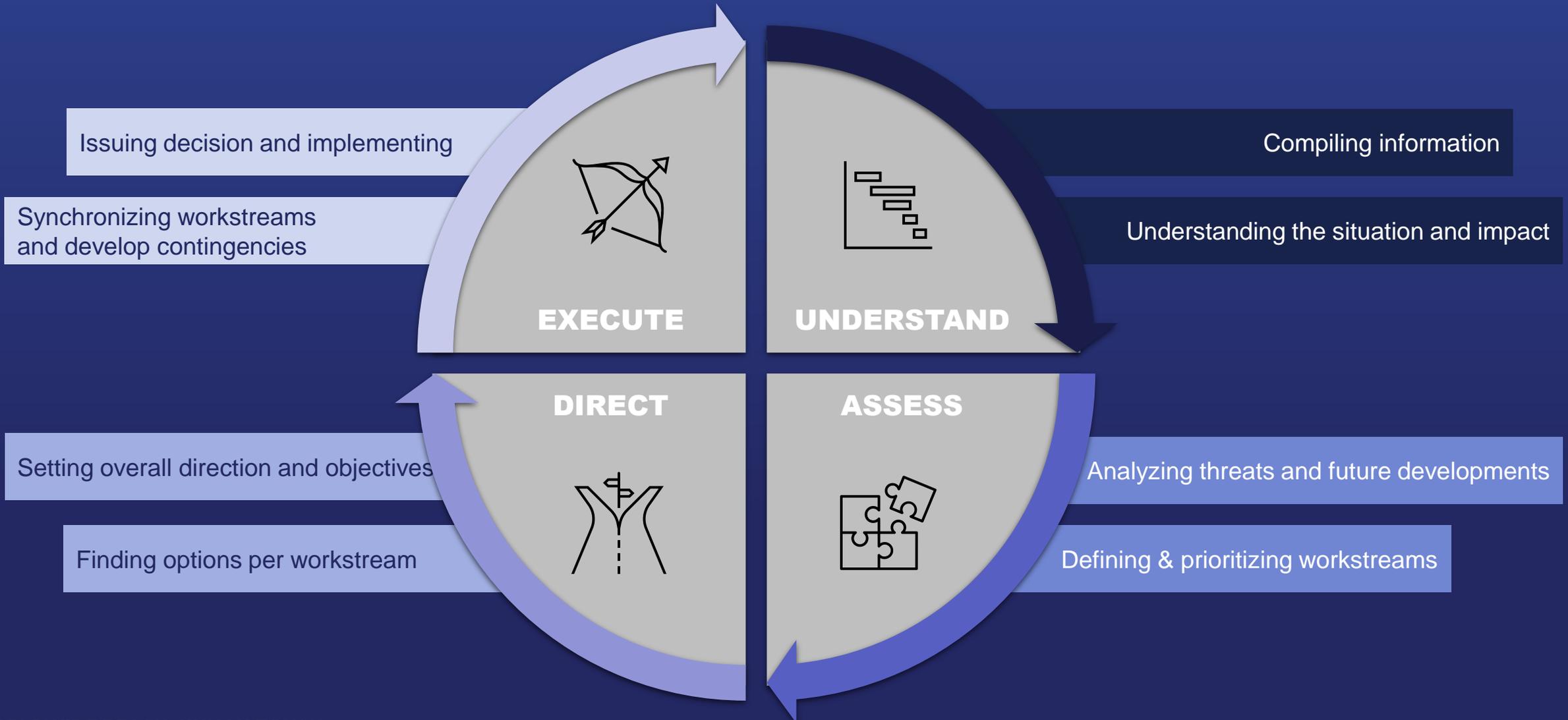


Issuing decision
and implementation

Issuing tasks, orders,
instructions, directives,
guidelines, recommendations

Monitoring the execution

4-STEP APPROACH RECAP

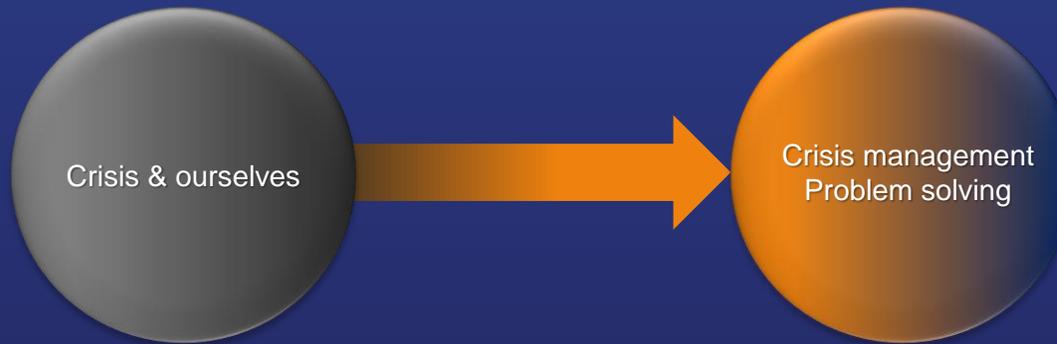


Q&A





CRISIS MANAGEMENT WEBINAR SERIES



Webinar series - Part 2
Jan 13th

Webinar series - Part 3
March 2022



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Thank you

Follow up resources will be emailed to you shortly.

For any questions, please contact us:

switzerland@InternationalSOS.com