

INFORMATION SHEET:

Crisis Management Exercises

CRISIS MANAGEMENT – HOW EFFECTIVE IS YOUR CRISIS MANAGEMENT RESPONSE?

A crisis can happen at any time, it does not discriminate on the size of the organisation or the severity of the incident. However, it does pose a threat to an organisation's reputation and well-being if it doesn't have the ability to respond effectively and efficiently.

Is your team trained and familiar with their roles in a crisis?

An organisation that has a robust and well practiced crisis management capability is a more resilient organisation.

How Kestrel Group can help

Many organisations practice their emergency management response to an incident through fire and earthquake drills but seldom test the transition to crisis management and the response of the crisis management team.

Successful crisis management is reliant on effective leadership of the crisis management team and this is achieved through training and exercises.

Kestrel Group develops exercises tailored to the needs of each organisation and helps identify the objectives required to take emergency response to the next level. Individuals, and the organisation as a whole, are able to learn and improve through actual experiential learning in a safe environment.

Where appropriate we work with emergency services or other agencies that would realistically be involved in certain scenarios (e.g. police, fire, health, media). This ensures a high degree of reality as well as an understanding of the actual expectations of those organisations. This approach has been particularly effective in scenarios such as food contamination and extortion.

Our approach

Our exercise scenarios are designed around an organisation's location, critical processes and identified risks. This enables the facilitators to provide realistic inputs (pressure) and guidance to the crisis management team as the exercise unfolds. Key elements of our approach are:

- liaison with senior management and key personnel to identify objectives
- preparation of the exercise scenario
- development of supporting exercise documents
- preparing management and staff (e.g. providing briefing documents and/or presentations)
- facilitation of the exercise
- gathering feed back during a debrief
- preparing a brief exercise report outlining recommendations.

"Nothing beats turning theory into practice. Our clients work through realistic scenarios to fine-tune their crisis response capability."

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