

A quick guide to

Crisis Management



Leadership

Strong, open, and capable leadership is vital for effective crisis management, including the willingness (and ability) to listen to the different views of others.

Understanding Crisis Drivers

The drivers of crises are multiple, varied, and complex, and can be driven by either internal or external factors or a combination of both.

It is not feasible to be prepared for all potential drivers, but it is good practice to have a **strong preparedness framework in place** that takes into the most likely drivers as relevant to the internal and external contexts of the organisation



Crisis Preparation

It is very hard to gauge accurately when a crisis may occur, which is why **investing in crisis preparation** is so important. As the adage goes – fail to plan and you are likely to be planning to fail.

Communication

Communication during crisis – both internally and externally is of vital importance. Poorly thought out and poorly managed communication during times of crisis can often have lasting reputational damage.

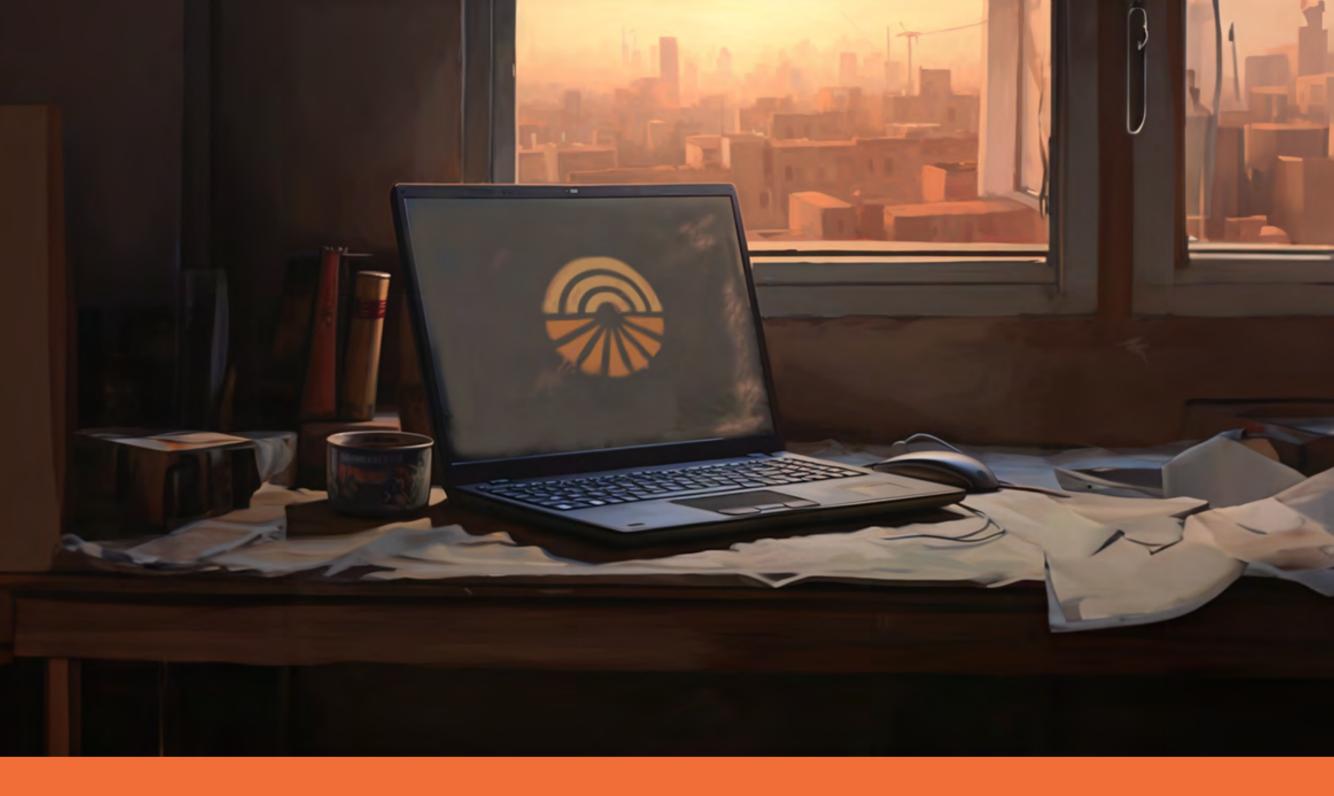


Adaptability

Being adaptive to changes in the external context helps to build organisational agility and resilience. Failing to be flexible and adaptive is likely to be harmful to your organisation

Learning and Improvement

Learning and improvement are fundamental aspects of good crisis management. Mistakes during moments of heightened crisis are almost always inevitable. It is therefore vital that organisations are purposeful in terms of learning from these mistakes to ensure that necessary changes and improvements are made that draw from the important lessons learned.



For more information on the Humanitarian Leadership Academy:

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