

Crisis Management

Crisis management is as important as finance management, personnel management, etc. Having a clear and effective program and plan for an event is critical not only to your survival, but critical to the profitability and possibly the survival of the company. Being able to identify risk, assess the situation and respond appropriately is important, and requires not only training, but practice.

At the end of this workshop, participants should be able to:

- Identify potential risks
- Understand the myths behind workplace violence
- Define escalation and identify examples
- Learn concerning behaviors
- Know what a trigger is and how that can escalate
- Understand the proper response to an event

Course Outline

- Crisis
- Workplace Violence
- Myths
- Escalation
- Concerning Behaviors
- Domestic Violence Indicators
- Triggers of Workplace Violence
- Conflict Dangers
- Response
- Strategies

Employees need to know how important the workplace violence program is to the well-being of the company. They also need to understand the consequences to breaking these rules. Emergency preparedness training includes the employees' responsibilities and necessary responses. Training will provide the experience needed to react during a crisis.

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2 Day Workshop

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Wrapping up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations