

Disaster Response

When a disaster or crisis strikes, managers are faced with the complexity of rapidly changing events. Normal resources may be reduced or unavailable and the work force depleted by people personally affected by the incident. The transition as the organisation recovers and moves towards normal routines needs careful handling to manage the impact on staff and the operation of the business.

Balancing competing demands, managing a rapidly changing work culture and supporting employee wellbeing is both a skill and a significant responsibility for management. This interactive workshop looks at the human rather than operational aspect of internal crisis management. It is an essential part of 'core preparedness' and provides an opportunity to prepare and plan for post-incident recovery through information, reflection and discussion on best practice. Practical exercises help to enhance skills and competencies in handling challenging situations.

content

- The core qualities needed for effective and flexible management in crisis
- The importance of clear communication
- Managing good and bad news
- Understanding the impact on behaviour and motivation
- The change cycle – understanding how people adjust and how to manage it
- Dealing with anger, denial or uncertainty

- Knowing when and how to seek assistance
- Sources of support – ie using EAP, manager's help lines
- Protecting yourself when under pressure, practical skills for stress management
- Closure as 'normality' returns and moving on

objectives

To identify and develop the core qualities needed as manager in the aftermath of a critical incident

To develop understanding about how a critical incident can affect individuals

To recognise the key phases of the change cycle from incident back to normal working and people's response

To identify practical measures for managing the changes in team structure and changing work loads

Communicating with clarity and accuracy

Guidance on handling sensitive conversations

Introducing co-coaching for support

Resources for management help and support

Practical skills for managing personal pressure