

Crisis Management Practical Checklist

Leaving aside all the important literature about Business Resiliency, Business Continuity and Crisis Management, here some basic self-assessment questions you might want to take 2 minutes to review: Be honest with your answers!

- Have you participated in periodic teamwork sessions to identify the risks pertaining to your business?
- Are you familiar with a methodology to process risk information and produce a prioritized list of risks that have the potential to jeopardize the continuity of your business?
- Have you identified and implemented specific mitigation measures to reduce the impact and/or probability of the risks identified?
- Do you clearly understand the difference between “emergency” and “crisis”?
- Are you aware of the existence of a Crisis Management Team (CMT) within your organization?
- Do you know who in your organization represents business-critical functions in the CMT?
- Have you participated in continuous improvement sessions to discuss lessons learned based on real crises or drills performed?

If you are a member of the organization with no specific role in the Crisis Management Program and you have responded positively to all the questions above, GOOD NEWS. It seems your employer has a solid Crisis Management Program in place. But just to confirm, check to see how a member of the CMT would reply to the following questions:

- Have you participated in training sessions – including executive drills or table-top exercises – in the past 12 months?
- Do you regularly revise the risk profile document and update the list and ranking of risks?
- Are you familiar with the roles and responsibilities of all CMT business areas?
- Do you have a Crisis Management handbook?
- Do you have a contact list and the means to reach CMT members (principals and backups) 24/7?
- Do you clearly understand CMT activation and deactivation protocols?
- Do you have call-in guidelines to manage inbound and outbound communications with the CMT during crises?

If a member of the CMT of your organization can respond positively to all the questions above, GREAT NEWS. Your company has taken important steps to build business continuity and has started the rewarding journey of embedding resiliency as one of the most critical elements to long-term business success.

If your responses are not all positive, your organization may have work to do, But its also GOOD NEWS, because now you know some of the issues that you need to address. However, don't forget that the risks exist now and there is no time to lose in getting started.