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MANAGER'S GUIDE TO

CRISIS MANAGEMENT



Jonathan Bernstein

Managers Guide To Crisis Management

Gary R. Heerkens



Managers Guide To Crisis Management:

Manager's Guide to Crisis Management Jonathan Bernstein, 2011-11-11 Lead your Organization through any business crisis and emerge stronger than ever Manager's Guide to Crisis Management provides the basic skills and knowledge you need to deal with the crises that inevitably occur in any business or organization Covering every aspect of the topic from defining crisis management and policies to training for and responding to crises it helps you fully grasp any situation that threatens business careers and even lives Lead through any crisis smoothly and with minimal ramifications by mastering the most effective tactics including Planning for and training staff in crisis management Anticipating and preventing crises before they occur Managing the company's online reputation Addressing crises that affect multicultural stakeholders Creating effective crisis related messaging Knowing when to bring in a specialist About the Briefcase Books series Briefcase Books written specifically for today's busy manager feature eye catching icons checklists and sidebars to guide managers step by step through everyday workplace situations Look for these innovative design features to help you navigate through each page Key Terms Clear definitions of key terms and concepts Smart Managing Tactics and strategies for managing crises Tricks of the Trade Tips for executing the tactics in the book Mistake Proofing Practical advice for minimizing the possibility of error Caution Warning signs for when things are about to go wrong For Example Examples of successful crisis management Tools Specific planning procedures tactics and hands on techniques **Blindsided** Bruce T. Blythe, 2014-07-31 Uniquely two books in one this 2nd Edition of Blindsided covers both Crisis Response and Crisis Preparedness and interweaves the principles of Crisis Leadership through every phase Intensely experiential the book lands you in the middle of a fast breaking crisis and uses riveting case studies examples to demonstrate what a top notch leader would say and do at every turn Then based on this eye opening simulation the author uses his 30 years of global crisis experience to show you how to write and implement a real world crisis management plan Blythe has divided Blindsided into two operational sections Crisis Response and Crisis Preparedness His emphasis throughout is on the often neglected human side of crisis management going beyond protecting tangible assets and instilling principled concern for human well being into every decision Part 1 Crisis Response Using the technique of focused imagery Blythe places you in a dramatic and realistic scenario You're now an unprepared manager blindsided by the reality of an active shooter loose in your building Some workers may already be injured or dead What's your next move How do you make sure everybody is safe How do you set up teams command centers crisis containment and effective communication How do you protect your corporate reputation Can you rebuild the spirit cohesion and productivity of employees in the post crisis new normal At the start of the book before you faced the sudden crisis in this simulation a crisis response plan may have been a project for someday now it's a priority Part 2 Crisis Preparedness Now you embark on building a crisis response plan or enhancing the one you have Blythe guides you and your teams to analyze foreseeable risks evaluate existing controls add new ones test and re evaluate the plan Analyzing

the behavior of national and world leaders you distinguish clearly the two kinds of leaders who emerge in a crisis the crisis whisperer who becomes a calm center in the storm and the one in the crisis red zone worsening the situation with every word and every decision You learn to employ the Be Know Do leadership model adapted from military that has been implemented by senior management teams throughout the world Blindsided includes practical forms checklists case studies real life examples glossary index discussion questions and other take and use tools including Quick Use Response Guide Each chapter ends with a summary checklist all 15 can form a ready reference pocket guide Incident Checklists for 9 Major Crises Practical checklists for accidental deaths aircraft crash chemical toxic exposure civil unrest earthquake explosion fire flood kidnap ransom shooting plus 20 other foreseeable risks 20 Page Guide for Addressing Families of the Injured What to say do to help families of fatalities or seriously injured with medical financial assistance emotional support and training teams assigned to work with them Your next crisis will happen when least expected but with Blythe s guidance you ll never again be blindsided

The Manager's Guide to Handling the Media in Crisis James E. Lukaszewski, 2016-08-02 Attracting media attention is surprisingly easy you just want it to be the right kind If an event causes the phone to ring and TV cameras to appear in your lobby you need confidence that the people who happen to be at your worksite that day are prepared That s easy if everyone executives PR managers and employees is familiar with Jim Lukaszewski s sure fire methods for handling the media James Jim Lukaszewski America s Crisis Guru TM is one of the most visible corporate go to people for companies when there is trouble in the room or on the horizon The Manager s Guide to Handling the Media in a Crisis Doing and Saying the Right Thing When it Matters Most shares with you the skills he has developed in 30 years of helping companies in crisis management employee communications ethics media relations public affairs reputation preservation leadership restoration and recovery Jim speaks annually before a wide variety of local statewide national and international organizations and associations heard by thousands of each year and in this book he is speaking directly to you With this book as a guide you will be able to Create and deliver the message that best represents your organization Understand what it takes to be an effective spokesperson Make sure everyone is aware of company policies and procedures relating to the press Be aware of the needs deadlines and priorities of reporters Prepare to give good answers to all sorts of questions Monitor social media assess its impact Identify the ways social media could be used to attack your company Preserve company reputation amid a flurry of conflicting publicity Reading this book you will see why wherever there is or can be trouble and crisis affected audiences and troubled leaders are waiting to learn the way out of their problems from Jim The book is practical easy to read filled with real world case studies checklists anecdotes discussion questions and easy to remember tips for success

The Manager's Guide to Quick Crisis Response: Bruce T. Blythe, 2016-08-01 Avoid being blindsided by an unexpected emergency or crisis in the workplace violence natural disaster or worse Bruce Blythe s The Manager s Guide to Quick Response in a Crisis Effective Action in an Emergency offers the time tested skills that prepare you to act effectively on behalf of yourself and your co

workers in the face of threat and chaos Blythe uses real world case studies examples and checklists to help you be the top notch leader the situation requires Hope for the best and prepare for the worst sums up Blythe s philosophy This short book is the essence of the basic practical counseling that he would give if he were sitting next to you at your desk To help you figure out what to do next he offers real world examples of what has worked and not worked in his 30 years of experience with companies just like yours With Blythe s advice you can act fast to Find out the accurate facts you need to strategize and implement a response Compile a checklist of immediate action items Create a crisis command center CCC Select the best people for your action team and determine action steps Understand how to make good decisions in a crisis or emergency Handle the human side of a traumatic incident Set priorities in multiple timeframes Establish a new normal as everyone phases back into productive work after the incident To help you take the actions that will make a difference the book includes Practical forms checklists cases studies and real life examples Quick Use Response Guide at the end of each chapter all four can form a handy pocket guide

The Manager's Guide to Simple, Strategic, Service-Oriented Business Continuity

Rachelle Loyear, MBCP, AFBCI, CISM, PMP, 2017-05-10 You have the knowledge and skill to create a workable Business Continuity Management BCM program but too often your projects are stalled while you attempt to get the right information from the right person Rachelle Loyear experienced these struggles for years before she successfully revamped and reinvented her company s BCM program In The Manager s Guide to Simple Strategic Service Oriented Business Continuity she takes you through the practical steps to get your program back on track Rachelle Loyear understands your situation well Her challenge was to manage BCM in a large enterprise that required hundreds of BC plans to be created and updated The frustrating reality she faced was that subject matter experts in various departments held the critical information she needed but few were willing to write their parts of the plan She tried and failed using all the usual methods to educate and motivate and even threaten departments to meet her deadlines Finally she decided there had to be a better way The result was an incredibly successful BCM program that was adopted by BCM managers in other companies She calls it The Three S s of BCM Success which can be summarized as Simple Strategic Service Oriented Loyear s approach is easy and intuitive considering the BCM discipline from the point of view of the people in your organization who are tasked to work with you on building the plans and program She found that most people prefer Simple solutions when they are faced with something new and different Strategic use of their time making their efforts pay off Service to be provided lightening their part of the load while still meeting all the basic requirements These tactics explain why the 3S program works It helps you it helps your program and it helps your program partners Loyear says If you follow the Three S philosophy the number of plans you need to document will be fewer and the plans will be simpler and easier to produce I ve seen this method succeed repeatedly when the traditional method of handing a business leader a form to fill out or a piece of software to use has failed to produce quality plans in a timely manner In The Manager s Guide to Simple Strategic Service Oriented Business Continuity Loyear

shows you how to Completely change your approach to the problems of BCM buy in Find new ways to engage and support your BCM program partners and subject matter experts Develop easier to use policies procedures and plans Improve your overall relationships with everyone involved in your BCM program Craft a program that works around the roadblocks rather than running headlong into them **A Manager's Guide to Implement Your IT Disaster Recovery Plan** Dr Goh Moh Heng,2009-04-01 This book prepares the reader to apply the framework principles and methodologies for implementing an IT disaster recovery plan It uses the writer s experience to enable you to deploy an internationally recognized DR planning methodology with a strong foundation in conceptualizing developing and maintaining an effective and efficient DR plan

The Manager's Guide to Quick Crisis Response Bruce T. Blythe,2016-08-02 Avoid being blindsided by an unexpected emergency or crisis in the workplace violence natural disaster or worse Bruce Blythe s The Manager s Guide to Quick Response in a Crisis Effective Action in an Emergency offers the time tested skills that prepare you to act effectively on behalf of yourself and your co workers in the face of threat and chaos Blythe uses real world case studies examples and checklists to help you be the top notch leader the situation requires Hope for the best and prepare for the worst sums up Blythe s philosophy This short book is the essence of the basic practical counseling that he would give if he were sitting next to you at your desk To help you figure out what to do next he offers real world examples of what has worked and not worked in his 30 years of experience with companies just like yours With Blythe s advice you can act fast to Find out the accurate facts you need to strategize and implement a response Compile a checklist of immediate action items Create a crisis command center CCC Select the best people for your action team and determine action steps Understand how to make good decisions in a crisis or emergency Handle the human side of a traumatic incident Set priorities in multiple timeframes Establish a new normal as everyone phases back into productive work after the incident To help you take the actions that will make a difference the book includes Practical forms checklists cases studies and real life examples Quick Use Response Guide at the end of each chapter all four can form a handy pocket guide **Manager's Guide to Navigating Change**

Stephen Rock,2012-11-09 Lead your team through today s rapid changes The only guarantee in business is change All managers need to understand that they will either be buffeted by change or help shape it Knowing how to do that is the real test of leadership in today s organizational environments Manager s Guide to Navigating Change provides methods for managing risks and ensuring the organization continues to move forward through turbulence created by both internal and external events Learn how to Define what the future looks like and communicate your vision to your staff Make large scale change sustainable by aligning your efforts and resources Align organizational and employee values missions and goals Leverage your resources to facilitate stakeholder buy in Enact your plan and measure results as you go Briefcase Books written specifically for today s busy manager feature eye catching icons checklists and sidebars to guide managers step by step through everyday workplace situations Look for these innovative design features to help you navigate through each page

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The Manager's Guide to Bullies in the Workplace Vali Hawkins Mitchell,2016-07-15 As a manager you can usually handle disruptive employees But sometimes their emotional states foster workplace tension even making them a danger to others Your own confidence is at risk In The Manager s Guide to Bullies in the Workplace Coping with Emotional Terrorists noted counselor Dr Vali Hawkins Mitchell gives you sensible advice for keeping the bully from dominating the workgroup and destroying productivity and maintaining your own healthy emotional balance at the same time Sometimes the difficult person is an overt physical bully which makes it easy to simply fire the person Much of the time however the problems are more subtle and build up over periods of time They undermine your ability to manage your team and they can spread to the rest of the team destroying teamwork and productivity In this short book Dr Vali helps you to Recognize the types of upsetting work situations that bullies exploit to their own advantage such as change grief and violence Understand why emotional terrorists make it so difficult for you as a manager to deal with their behavior See the symptomatic tools and techniques of the emotional terrorist such as harassment lying to supervisors tampering with documents etc Conduct training to help other managers and team members recognize and handle the signs of impending emotional conflict you will love the Snakes in the Schoolyard exercise Know exactly what to say and not say when you must have a one on one interview with someone you consider to be a bully Be an effective manager in a world of challenges protecting and preserving the mental health of your

employees and yourself Dr Vali uses realistic examples and humor to help you handle the challenges you face and to show the degree to which she really understands your situation With her guidance you will be more comfortable with knowing when you can handle the situation through simply being the good manager when you need to call in an outside mental health professional and when you need to call 911

Manager's Guide to Mobile Learning Brenda J. Enders,2013-09-13 The ultimate guide to spearheading a mobile learning program Covers everything from the basics to working with developers and gaining stakeholder support Manager s Guide to Mobile Learning offers managers an overview of how to create implement and successfully use mobile learning platforms Written specifically for today s busy manager Briefcase Books feature eye catching icons checklists and sidebars to guide managers step by step through everyday workplace situations Proven tactics for creating implementing and successfully using mobile learning platforms Clear definitions of key management terms and concepts Practical advice for minimizing the possibility of error Examples of successful management Specific planning procedures tactics and hands on techniques Brenda J Enders is a consultant trainer public speaker and author in the field of mobile learning She is the President and Chief Learning Strategist of Enders Consulting LLC a St Louis Missouri based company

Manager's Guide to Motivating Employees 2/E Anne Bruce,2012-03-30 Briefcase Books Manager s Guide to Motivating Employees More than 700 000 Briefcase Books sold A manager s guide to inspiring employees to work at peak performance to improve organizational culture and help meet the bottom line About the Book Manager s Guide to Motivating Employees is the perfect primer for managers looking to jumpstart the work ethic excitement and company synergy by engaging and motivating their employees This new edition provides entertaining case studies and examples of how readers can create an environment in which employees feel passionate about their jobs and put the best of them in everything they do Written specifically for today s busy manager Briefcase Books feature eye catching icons checklists and sidebars to guide managers step by step through everyday workplace situations Key Selling Features Proven tactics for creating relationships and ensuring effective communication to get the optimal performance from employees Clear definitions of key terms and concepts Practical advice for minimizing the possibility of error Examples of successful management Specific planning procedures tactics and hands on techniques Market Audience Managers of all levels About the Author Anne Bruce Sacramento CA is a nationally recognized speaker workshop leader and author Her books include the Briefcase Books Be Your Own Mentor and Building A High Morale Workplace and Perfect Phrases for Documenting Employee Performance Problems

Encyclopedia of Crisis Management K. Bradley Penuel,Matt Statler,Ryan Hagen,2013-02-14 Although now a growing and respectable research field crisis management as a formal area of study is relatively young having emerged since the 1980s following a succession of such calamities as the Bhopal gas leak Chernobyl nuclear accident Space Shuttle Challenger loss and Exxon Valdez oil spill Analysis of organizational failures that caused such events helped drive the emerging field of crisis management Simultaneously the world has experienced a number of devastating natural disasters

Hurricane Katrina the Japanese earthquake and tsunami etc From such crises both human induced and natural we have learned our modern tightly interconnected and interdependent society is simply more vulnerable to disruption than in the past This interconnectedness is made possible in part by crisis management and increases our reliance upon it As such crisis management is as beneficial and crucial today as information technology has become over the last few decades Crisis is varied and unavoidable While the examples highlighted above were extreme we see crisis every day within organizations governments businesses and the economy A true crisis differs from a routine emergency such as a water pipe bursting in the kitchen Per one definition it is associated with urgent high stakes challenges in which the outcomes can vary widely and are very negative at one end of the spectrum and will depend on the actions taken by those involved Successfully engaging dealing with and working through a crisis requires an understanding of options and tools for individual and joint decision making Our Encyclopedia of Crisis Management comprehensively overviews concepts and techniques for effectively assessing analyzing managing and resolving crises whether they be organizational business community or political From general theories and concepts exploring the meaning and causes of crisis to practical strategies and techniques relevant to crises of specific types crisis management is thoroughly explored Features the electronic version of this allows students to explore customized response plans for crises of various sorts Appendices also include a Resource Guide to classic books journals and internet resources in the field a Glossary and a vetted list of crisis management related degree programs crisis management conferences etc

Project Management, Second Edition (Briefcase Books Series) Gary R. Heerkens, 2013-11-22 ON TIME ON BUDGET MANAGE EVERY PROJECT LIKE A PRO In today's environment of tight turnarounds and even tighter budgets the effective project manager is often considered the most valuable member of a workplace team Project Management Second Edition provides a step by step introduction to the tools and techniques necessary to successfully spearhead your next project This new edition has everything that made the original so popular plus it has been updated to reflect new principles and strategies in team building planning estimating costs managing project interfaces and more providing you with the kind of business savvy today's project manager is expected to possess Learn how to Stay on top of all aspects of your project process interpersonal and organizational Forge a spirit of cooperation and achievement among diverse team members Manage all the contingencies foreseen and unforeseen that come up in every project

Managing & Sustaining Your Business Continuity Management Program Dr Goh Moh Heng, 2007-10-01 This book provides the framework processes good practices and templates that are necessary to establish maintain and manage your corporate BCM program It highlights critical success factors including sustaining management buy in cultivating a business resiliency culture promoting structured training and awareness programs The book also shares with its readers an appreciation of the entire BCM program as well as an analysis of how to strengthen BC knowledge

Blindsided Bruce T. Blythe, 2013-07-01 *Developing Recovery Strategy For Your Business Continuity Plan* Dr Goh

Moh Heng,2005-01-01 This book provides the principles for determining the appropriate strategy for each critical business functions It is use as a guidebook to allow the reader to walk through the entire process using various recovery strategy stages The book also includes practical how to do it templates to assist persons in developing and selecting their specific business units and corporate wide recovery strategy Strategic Corporate Crisis Management Brendan

Monahan,2022-11-08 Presenting an alternative to traditional models of centralized crisis management this book makes the case for decentralizing crisis response and building resilience where it matters most and provides an accessible pragmatic approach for doing so Focusing squarely on crisis management the book challenges the notion that corporate crisis teams can be expected to swoop in and save the day the role of the crisis team should be to advance a culture of readiness across an organization and to foster leadership and crisis competency where it s needed when it s needed Crisis management expert Brendan Monahan draws from current management and leadership thinking that challenges hierarchies finds incredible potential in the power of an organization s people and aligns with many of today s highest performing organizations that have already adopted this approach This may run counter to current crisis management texts prescribing highly disciplined planning and command structures but following this book s alternative approach will unlock tremendous potential deepen resilience and improve outcomes in crisis response Professionals in crisis management business continuity emergency management risk management and others with crisis management accountability will value this practical book for corporate crisis first responders to use when they encounter the extraordinary **Skills for New Managers** Morey

Stettner,2013-11-22 PROVEN TIPS TO HANDLE EVERYDAY MANAGEMENT SITUATIONS ALL IN A FAST MOVING EASY TO REFERENCE FORMAT Managing people is one of the most demanding yet career enhancing and rewarding skills you can have Skills for New Managers Second Edition provides everything you need to excel as a manager from day one From hiring productive employees to developing mentoring leadership and coaching skills this fast paced easy to understand guide is your blueprint for managing your staff to success Getting results by knowing when to speak up and when to listen Motivating your staff to exceed expectations Delegating tasks and dealing with crises Running meetings that are organized and focused Briefcase Books written specifically for today s busy manager feature eye catching icons checklists and sidebars to guide managers step by step through everyday workplace situations Look for these innovative design features to help you navigate through each page Clear definitions of key terms and concepts Tactics and strategies for managing your staff Tips for executing the tactics in the book Practical advice for minimizing the possibility of error Warning signs for when things are about to go wrong Examples of successful management tactics Specific planning procedures tactics and hands on techniques

Enterprise Security Risk Management Brian Allen, Esq., CISSP, CISM, CPP, CFE,Rachelle Loyear CISM, MBCP,2017-11-29 As a security professional have you found that you and others in your company do not always define security the same way Perhaps security interests and business interests have become misaligned Brian Allen and Rachelle

Loyear offer a new approach Enterprise Security Risk Management ESRM By viewing security through a risk management lens ESRM can help make you and your security program successful In their long awaited book based on years of practical experience and research Brian Allen and Rachelle Loyear show you step by step how Enterprise Security Risk Management ESRM applies fundamental risk principles to manage all security risks Whether the risks are informational cyber physical security asset management or business continuity all are included in the holistic all encompassing ESRM approach which will move you from task based to risk based security How is ESRM familiar As a security professional you may already practice some of the components of ESRM Many of the concepts such as risk identification risk transfer and acceptance crisis management and incident response will be well known to you How is ESRM new While many of the principles are familiar the authors have identified few organizations that apply them in the comprehensive holistic way that ESRM represents and even fewer that communicate these principles effectively to key decision makers How is ESRM practical ESRM offers you a straightforward realistic actionable approach to deal effectively with all the distinct types of security risks facing you as a security practitioner ESRM is performed in a life cycle of risk management including Asset assessment and prioritization Risk assessment and prioritization Risk treatment mitigation Continuous improvement Throughout Enterprise Security Risk Management Concepts and Applications the authors give you the tools and materials that will help you advance you in the security field no matter if you are a student a newcomer or a seasoned professional Included are realistic case studies questions to help you assess your own security program thought provoking discussion questions useful figures and tables and references for your further reading By redefining how everyone thinks about the role of security in the enterprise your security organization can focus on working in partnership with business leaders and other key stakeholders to identify and mitigate security risks As you begin to use ESRM following the instructions in this book you will experience greater personal and professional satisfaction as a security professional and you ll become a recognized and trusted partner in the business critical effort of protecting your enterprise and all its assets

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