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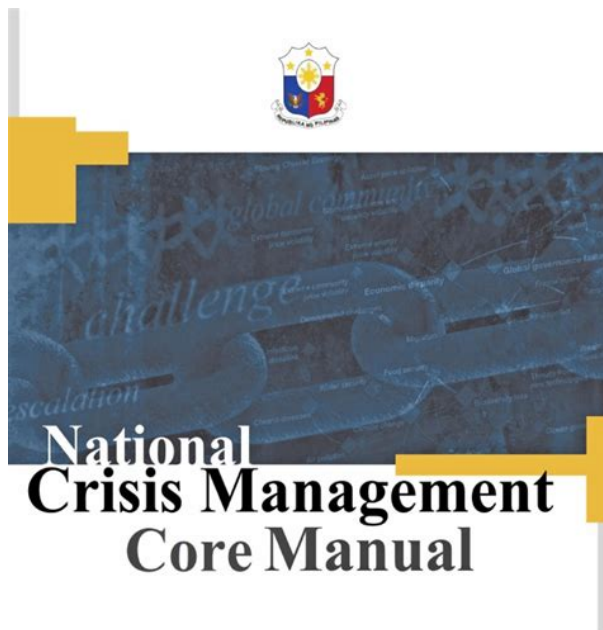
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Book Descriptions:

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2012

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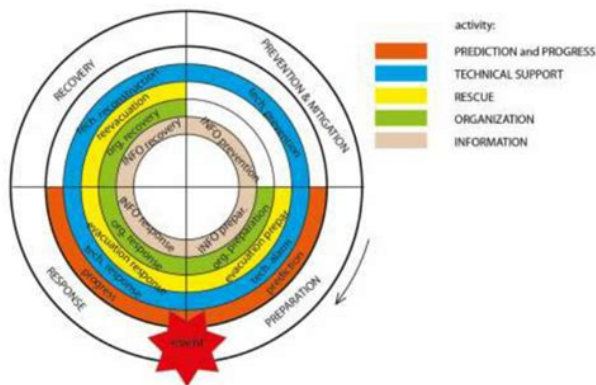
Find NCBI SARSCoV2 literature, sequence, and clinical content.However, some cognitive strategies and work practices that are appropriate for speed and efficiency under normal circumstances may become maladaptive in a crisis. It was recommended that specific subalgorithms be developed for managing the problems underlying the remaining 40% of crises and assembled in an easytouse manual. Subalgorithms were therefore developed for these problems so that they could be checked for applicability and validity against the first 4000 anaesthesia incidents reported to the Australian Incident Monitoring Study AIMS.Teams of practising anaesthetists were assembled and sets of incidents relevant to each subalgorithm were identified from the first 4000 reported to AIMS. Based largely on successful strategies identified in these reports, a set of 24 specific subalgorithms was developed for trial against the 4000 AIMS reports and assembled into an easytouse manual. The manual was disseminated at a World Congress and feedback was obtained.The descriptions of the validation of each of the 24 subalgorithms constitute the remaining 24 papers in this set. Feedback from five meetings each attended by 60100 anaesthetists was then collated and is included.The COVER component has been found to be satisfactory in real life resuscitation situations and the subalgorithms have been used successfully for several years. It would now be desirable for carefully designed simulator based studies, using naive trainees at the start of their training, to systematically examine the merits and demerits of various aspects of the subalgorithms. It would seem prudent that these subalgorithms be regarded, for the moment, as decision aids to support and back up clinicians natural responses to a crisis when all is not progressing as expected. Toolkit for assessing healthsystem capacity for crisis management. Part 1. User manual 2012 Toolkit for assessing healthsystem capacity for crisis management. Part 1.http://www.s-energokomplekt.ru/userfiles/fowler-sylvac-80-manual.xml

National Crisis Management Core Manual

2012

User manual 2012 This standardized toolkit, pilot tested in several countries since 2007, helps countries assess the capacity of their health systems to respond to various threats and identify gaps. It breaks down the complex crisispreparedness process into manageable units, thus enabling a ministry of health to record and classify information regarding its capacity to manage crises; establish responsibility for specific tasks; determine the relationship between those involved in these tasks partners, sectors, disciplines with the aim of synergizing resources; identify shortcomings and gaps; and monitor progress. It provides instructions on how to carry out an assessment; suggestions on the selection of assessment sites; recommendations on followup of the assessment and development of a plan of action; information about the essential attributes to identify and indicatorrelated questions to ask; and a list of possible sources of the information required to assess the essential attributes. The assessment form is available as a companion volume. CMPs are used by business continuity teams, emergency management teams, crisis management teams and damage assessment teams to avoid or minimize damage, and to provide direction on staffing, resources and communications. An organization may choose to enlist outside public relations help to handle communications aspects, such as dealing with the media. With a public crisis response, an organization can counter any misleading and false information and seek to ease concerns. If an organization resolves a crisis situation quickly enough, bringing the event to the attention of the public may not be necessary and could even bring unwanted attention. Please login. I may unsubscribe at any time. As the crisis develops and evolves, the organization should update its communications. Without the proper communication, people may speak or act erroneously. Lack of communication could also cause a safety issue.

All communications should be clear, concise and truthful. For the sake of speed, an organization could proactively draw up a template with potential scenarios, designate the appropriate channels for communication and then plug in the necessary information if the actual incident occurs. For example, an organization could run through its call tree or management could send out an automated messaging test. According to Ready.gov, potential audiences include customers, survivors impacted by the incident and their families, employees and their families, media, the community, company management and investors, elected officials and other authorities, and suppliers. Contact information for all these audiences should be updated regularly. During an

incident, the message should remain consistent across the different audiences. That means distributing it to employees, implementing training and testing, and updating the CMP on a regular basis. Testing ranges from tabletop exercises to full simulations. They help organizations manage disruptions to the business and enable resiliency. The standard includes sections on crisis management core concepts and principles, crisis leadership, crisis decisionmaking and crisis communications. Every second counts during an emergency, so its important for disaster management to have a welldefined emergency response plan. The organization then develops the emergency response plan to protect its employees and other affected parties in the event of an incident. Safety and stabilization are keys in an emergency. This crisis management plan template includes important elements of strategy, communications, media management, procedures and maintenance. The document lays out what an organization needs to effectively manage a crisis situation. Theres a lot to cover in a comprehensive CMP, and each piece is significant in its own way. But What Is the Cost of a Crisis I may unsubscribe at any time. Well send you an email containing your password.
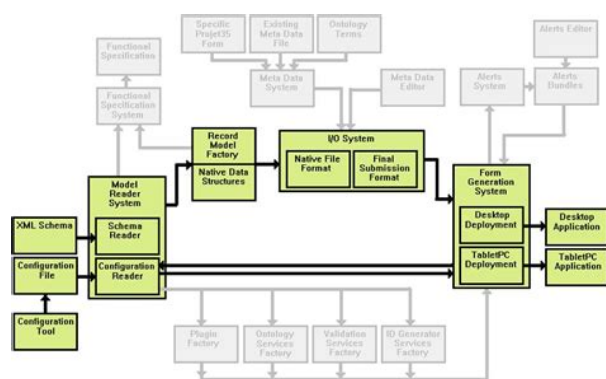
Buoyed by strong archival use and offline. Overcome the data protection. Primary Pure FlashArray replicates VMs to. It's a matter of what type it is and when it happens. An organization and its union that can manage and recover from a crisis We don't want to imagine that things could go terribly wrong. However, within the union, having its own team can help it to address its own internal issues of preparedness and communication. The team develops a crisis plan by analyzing and evaluating the organization's vulnerability to crises and then developing crisis response strategies and interventions. Team members may include upper levels of management and the union, human resources, the employee assistance program, security, health and safety, financial and legal departments, operations including various worksites, maintenance, public relations, and highly recommended at least one frontline employee. The team considers possible vulnerabilities and any natural or humancaused crises the organization could face, as well as crises that have happened to organizations similar to their own. Next, the team examines the preparedness of the organization to manage these crises. They should even consider what would happen if more than one of these crises occurred at the same time or simultaneously with a natural disaster. It helps if you review your assessment to identify the mostlikely or mostdamaging crises that could occur in the workplace and especially look for those that the organization is not prepared to manage. Organizations need to anticipate problems of all sorts; some examples could be major equipment failures, serious legal trouble, lost intellectual property, a damaged reputation, or an outbreak of illness in the workplace such as Covid19. For each crisis, the team develops a plan to respond to the problem and manage it. These plans will become the crisis response manual so everyone knows their responsibilities during a crisis.

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NATO Crisis Management Process
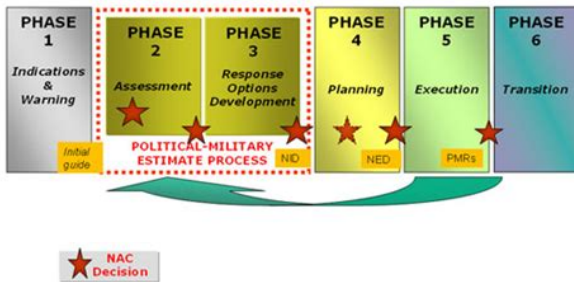
As at: 6 April 2011

Even when plans are skeletal or the crisis unfolds in a different way than you imagined, a basic plan means that you don't have to invent everything from scratch in the middle of a crisis. You want bad news to travel upward in the organization so that you can deal with the crisis at its earliest stages.The crisis plan lists staff, their crisis responsibilities, and the organization's key stakeholders including the media and the public, indicating how communication will be handled with them. All personnel must know their individual responsibilities and to whom or where to report. The crisis manual addresses who will communicate about the crisis. The very future of your business could depend on it. If you're new to the process, building crisis management plans likely seems like a daunting task. Luckily, there are just six key steps required to create a plan—and the process will likely become easier after you've gone through it the first time. Work with members of leadership, your crisis response team, and other key stakeholders to begin listing all relevant threats and vulnerabilities that could impact the company. These might include public relations blunders, social media gaffes, product recalls, cyberattacks, data breaches, and more. Think about the steps that would be required to resolve a given crisis, what resources would be required, and how employees can help. Meanwhile, a crisis plan for a product recall may require help from IT and logistics to determine how to fix the problem, while customer service, sales, and public relations work together to answer customer questions and maintain the company's good standing. Key employees, such as department heads, can help to provide insight into available resources and potential hurdles. For certain crisis scenarios, you may also need input from outside parties, such as contractors and partners that work closely with your business.

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For example, if your organization must remain compliant with the Health Insurance Portability and Accountability Act of 1996 HIPAA, be sure to account for this regulation in each crisis scenario. Remember, stress and panic can make it difficult to remember your role in a crisis response; however, there are two ways to mitigate the effects of stress. During the tense moments of a crisis, people require very quick access to straightforward information. Consider ways to quickly and effectively distribute a crisis plan, such as through a crisis management app, which includes realtime access to uptodate documents, incident reporting, contact lists, messaging capabilities, and more. Stage regular tests and rehearsals to ensure that every individual is familiar with the plan, can respond confidently, knows where to get additional information, and understands his or her role. It's vital to keep the plan up to date, especially as employees join or leave the company, new technologies are implemented, and other changes occur. It can be helpful to review and test the plan at least a few times a year to keep the content fresh. The platform automatically pushes all updates to each user's smartphone, so you can rest assured that all stakeholders have immediate access to the most uptodate crisis plans available, no matter when they require it. So if a PR nightmare or a product recall strikes on a Saturday afternoon, your people still have immediate access to the information they need to activate the appropriate plan right away. Try the In Case of Crisis mobile app for free. To address effectively the variety of risks and complex issues that corporations face today, crisis management must be mandated from the top of the organisation and driven and implemented by all key business functions jointly. Crisis management needs a corporate custodian that ensures plans and skills are up to date throughout the organisation.

Processes must be established, and tools that facilitate and speed up crisis response are critical. Download fulltext PDF Other fulltext sources Content available from Caroline Sapriel Journal of Comm EffectiveTools.pdf 571e309308aead26e71a8338.pdf Content uploaded by Caroline Sapriel Author content All content in this area was uploaded by Caroline Sapriel on Apr 25, 2016 Content may be subject to copyright. Download fulltext PDF Other fulltext sources Content available from Caroline Sapriel Journal of Comm EffectiveTools.pdf 571e309308aead26e71a8338.pdf With over 15 years' experience in risk and crisis management, corporate communications and public aairs Caroline Sapriel is recognised as a leader in her profession and acknowledged for her ability to provide customised, resultsdriven counsel and training at the highest level. Abstract This paper

outlines the new approach to crisis management, as forming an integral part of business contingency planning Crisis management is no longer primarily a function of the corporate communication department. To address eectively the variety of risks and complex issues that corporations face today, crisis management must be mandated from the top of the organisation and driven and implemented by all key business functions jointly. Crisis management needs a corporate custodian that ensures plans and skills are up to date throughout the organisation. Processes must be established and tools that facilitate and speed up crisis response are critical. KEYWORDS business contingency planning, crisis leadershi p, risk INTRODUCTION Gone are the days when the corporate spokesperson could work with their journalist friends and mop up bad news when things went wrong in the company. Crisis management is no longer primarily a corporate communication function nor is it enough for the communications department to write the crisis manual and to arrange media training for management.

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The fact is, crisis management is much more than crisis communication. It challenges the public's sense of safety, values or appropriateness. Therefore, there is a growing recognition among corporations that crisis management must be institutionalised and that all key business functions must address crisis prevention and management formally as part of business planning. In today's world, organisations must take a holistic view and establish solid business contingency plans BCP, of which crisis management is but one element.Many organisations have existing crisis management plans in place and have matured in their overall crisis response capability. Therefore, the objective now is to further enhance this capability and to be better prepared to respond to new and unimagined risks as well as to manage the evergrowing number and diversity of stakeholders, many of whom have conicting agendas. This is even more critical when considering the ever more complex organisations, with regular restructuring, mergers and acquisitions and divestments taking place, that occur in the business world. This can only be achieved by working in an integrated way. Business contingency planning Figure 3 gained momentum with Y2K. The tragic events of 11th September, 2001 made it a reality. So how does crisis management t into BCP When the risk management process addresses issues and is integrated with the issues management process in the organisation, the crisis prevention capability is noticeably enhanced.However, having eective risk and issues management processes in place will help organisations foresee, plan scenarios, be more proactive and decide on whether to take, treat, transfer or terminate the risk. Actual crisis management planning deals with the loss, just as disaster recovery and business continuity planning deal with the situation after the loss.

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Crisis management is about being prepared to handle adversity and minimise impact most eectively and facilitating the management process during chaos. BEST PRACTICE This integrated and holistic approach is being adopted by multinationals across various industries. A major oil company in Latin America last year embarked on a sixmonth programme to completely overhaul its existing crisis management plan. The process began with an indepth assessment of its risk and issues management processes, emergency and crisis response plans and procedures, facilities, and aptitudes and skills. The ndings generated comprehensive recommendations to close identied gaps. An action plan with specic completion targets was then formulated to revise, expand and integrate processes, train management and sta, and test. Monitoring and evaluation are critical to the success of the process.This enables the organisation to activate its response mechanism quickly, yet not overreact or overdeploy. A leading international nancial institution reviewed its response structure following Y2K and implemented a three tier system, similar to the model in Figure 5. This approach empowers sta.Indeed, managing public, family and employee communication is an increasingly important

component of overall business contingency planning. While the airlines had wellestablished procedures to manage nextofkin and employee communication on 11th September, most companies in New York's World Trade Center had little in place to deal with the extent of the human tragedy facing them. The US Federal Emergency Management Agency and other State and Federal bodies as well as NGOs like the American Red Cross activated support mechanisms, funds, insurance and travel assistance for families of the victims. However, on the corporate level, while the nancial industry had insurance, risk and IT contingencies, it was not prepared to deal with the impact of a crisis on employees, and their nextofkin.

Major world airlines have established processes and ongoing training programmes to deal with public, family and employee assistance in the event of accidents. When an accident occurs, airlines immediately activate their passenger information call centres and mobilise and despatch teams to provide support to victims and nextofkin at the accident site. Singapore Airlines, for instance, established its 'nextofkin buddy system' in 1992 and has gradually built it up to a total of 385 trained company sta. 'Buddies' are available to support families in the event of an accident, hijack or even extended delays due to air trac control failures as well as onboard food poisoning. Tragically, the airline had to activate its nextofkin support in November 2001 when one of its planes crashlanded on takeo at Taipei Chiang Kai Shek International Airport. That same evening, 150 buddies were own in from Singapore to assist families. Smaller carriers are embracing industry bestpractice as well. Dragonair, Hong Kong's second airline, last year embarked on creating a family assistance support team FAST. Teams of volunteers are being trained to handle nextofkin telephone enquiries eectively in the event of an emergency or crisis involving casualties, and a formal telephone response capability is being routinely tested as part of crisis simulation exercises. The management of victims and nextofkin is often linked with enhanced security procedures. Leaders can also act as a mirror reecting a group's anger, grief, resolve or joy on a much larger stage than is available to most. On 11th September, New York City turned to its leader, Mayor Giuliani, for guidance. Leaders are essential to lead their organisation through a crisis, and provide their audience with a vision of the aftermath of the crisis. They provide focus and overview, and rally their team under a mission. Managing a crisis by consensus does not work.

Short time, threat and the surprise elements of most crises imply that tough decisions need to be made and made quickly.Regular crisis leadership workshops are organised to train crisis leaders and their CMT to be better prepared to lead under stress, and manage the situation proactively and strategically. During such workshops, executives are invited to experience the dierence between consensusbased and command and control styles of management by working through scenarios. Crisis leaders must assign scenario planners on their team whose sole responsibility it is to generate scenario permutation based on the events and potential stakeholder reactions. This facilitates the decisionmaking process, helps prevent kneejerk reactions and generally promotes proactive and strategic management. This reinforces the notion that CMT should be made according to suitability and not mere functionality. Reputation Managing reputation in a crisis is still one of the most challenging aspects of eective crisis management. The multiplicity and diversity of stakeholders, many of whom have conicting agendas, can give management the impression they are gaining on one hand and losing on the other. Nevertheless, it is vital not to lose sight of stakeholder perceptions, and work with a solid communication strategy based on corporate values and principles, which are best captured in a crisis mission statement. This mission statement, which the CMT should formulate at the onset of the crisis, provides the organisation with a guiding strength, a focus and a vision of the aftermath of the crisis. Once this vision is established and the organisation can rally around it, it acts as the foundation for any and every message communicated to stakeholders. However, communicating with stakeholders is only half of the equation.

Listening to them and their concerns is essential to ensure that the organisation's internal

operational view of the way the crisis is being managed is as close as possible to the external perceptual one of stakeholders Figure 6. Preparedness A robust yet flexible strategy throughout.Sensitivity to local considerations. Action not just words.Assessments Conducting a comprehensive assessment is the starting point to identify gaps and design an action plan. Training Once processes have been developed covering all key business functions, competency needs to be tackled. This is best done in three stages 1 aptitude testing; 2 training; and 3 practice. Skills and experience at all levels of the crisis response structure are critical, from the switchboard response to callers, to the leadership and strategic planning skills of the CMT, to the ability to provide support to next of kin and victims and, of course, to communicating with the media eectively and protecting reputation. Contrary to belief, the best CMTs are made according to suitability and not functionality. Certication With regular sta.Corporations are now introducing crisis management competency certication for management and sta.Practice and testing Practice makes perfect. Organising regular exercises such as desktop and simulation drills is the only way to discover gaps and address them. Surprisingly, a vast number of crisis plans have never been tested and are sitting on oce shelves gathering dust. Facilities and equipment On 11th September, business and corporations including those with headquarters in the vicinity of the World Trade Center were unable to communicate with anyone for several hours after the attack. Companies must consider the tools best suited to manage a crisis under dierent scenarios and contexts. This includes facilities and communication equipment and backups.

CONCLUSION When considering eective crisis management today, it is a far more complex undertaking than putting your spokesperson in the front line to fend o the media. Organisations that are serious about being better prepared have made the decision to embed the function into the corporate management system and ensure they have.Thankfully, it is no longer standing alone to face up to the mess. In fact, more than ever, good or bad communication can still make or break a crisis.To this regard, Vagliasindi 2008 concluded that, state owned enterprises are infected with lack of adherence to formal rules and procedures, catalysed by the rule of politics. Crisis management is about being prepared to handle adversity and minimize impact most effectively, and facilitating the management process during chaos Sapriel, 2003. This involves taking preventive activities that seek to reduce known risks... Effective crisis management involves crafting CM plans, testing the appropriateness of plans, maintaining and amending, while supervising implementation of the plan. CM planning also includes the appointment of a crisis custodian who assesses, plan, and implements comprehensive and professional crisis systems, bringing together key business functions such as operations, human resources, sales and marketing, legal, IT and security Sapriel, 2003. Effective crisis management should be directed through properly thought crisis management plans Jacques, 2007... Management should be able to restore confidence to the entire system, while deinstitutionalize old structures and polices to new less cost, adaptive programs, for instance, failing leaders should be replaced with new competent ones Boin, 2008. Post the peak of the crisis, management should be involved in long term planning, supporting the restoration of the situation to normalcy Sapriel, 2003. This implies utilizing the lessons learnt from the crisis in preparation for future adversities Madhekeni, 2012..

Crisis Management in Government Parastatals A Case Study of National Railways of Zimbabwe Article Fulltext available Jan 2016 Douglas Chiguvi Alex Magwada The 2008 economic turmoil has ignited different crises among state business entities in Zimbabwe and to date 2016 many parastatals are struggling and production capacity is low. Financial, technological, and confrontation crises at National Railways of Zimbabwe NRZ became prominent following the 2008 economic decline, with seeming less attention and control being devoted. This quantitative research therefore, adopted a descriptive research design to investigate crisis management effectiveness, efficiency, crisis response strategies and factors affecting crisis management at NRZ. A sample of 100 respondents was selected from 135 employees targeted at NRZHarare station, using a proportionate

systematic sampling technique. Structured questionnaires were used to gather data. Data was analysed using the Statistical Package for Social Science SPSS 16.0 into percentages, means and standard deviations, then presented in form of tables. The study established that, crisis management at NRZ is ineffective, with several factors affecting crisis management, in which leadership mandate and support is the major limiting factor. However, crisis management efficiency at NRZ was also found to be moderate, with crisis response strategies such as recapitalisation, restructuring and publicprivate ownership being used. As a result, the researcher recommended NRZ management to adhere to company procedures and be freed from politics and corruption. Further, the researcher recommended for NRZ to seek interparastatal loans, international loans and investors, embark on Crisis Management training, massive infrastructure improvement and stakeholder relationship building.