



# Team Training

**TELL ME AND I FORGET. SHOW ME AND I REMEMBER. INVOLVE ME AND I UNDERSTAND.**

Crisis Ready specialises in providing experiential learning for your teams so they can apply best practice ideas to their own experiences and their own needs. We make sure that lessons learnt will be relevant, remembered and create real change.

## **CRISIS TRAINING**

Years of experience in crisis management and communication have given our team unique perspectives, understanding and insights. Our approach is to develop tailored crisis readiness courses to meet the needs of our clients including elements such as:

- best practice planning
- enacting your plan – people and systems
- realities and practicalities
- operations room - efficient and effective systems
- mitigating outrage - credibility
- strategic communications
- unified communication throughout crisis planning, preparedness, response, recovery
- industry and community networks
- social media
- communications and operations: best practice connections
- stakeholder and community engagement

Frequent exercises reinforce the theoretical elements as participants put their understanding into practice and build individual and team capability. Training sessions can also be tailored toward concrete outcomes: drafts of new systems, overarching values - frameworks, or plans.

## **ISSUES and/or INCIDENT MANAGEMENT TRAINING**

A crisis is all too often an issue or incident that has not been resolved effectively. Issues and incidents that are not handled well can create outrage and negatively impact reputation, relationships and business-as-usual. Our tailored training can share the aspects of incident and issues management that will mitigate crisis and build the skills to achieve it. A systematic approach guides the process of dissecting an issue or incident into each of its elements to enable you to address them all. The training will include a practical simulation to work with the methodologies in a realistic scenario.



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## DISASTER TRAINING

Disasters can strike at any time and they don't always happen to somebody else. Based on our first-hand experience with the emergency sector we offer organisations, insights and practical tools to enable them to build an understanding of natural and man-made disasters, disaster management and the flows of information and communication in disasters. Our understanding of the risks and hazards in various Australian regions, enables us to work with your team to specifically prepare them for what they are most likely to face as well as address other possibilities they might not have considered to truly develop their awareness and their readiness.



We can work with your staff towards the creation of:

- Best Practice Disaster Plans - building resilience
- Connected and Informed Networks – uniting stakeholders in disaster
- Operations room systems that really work
- Communications strategies based on our ThInK Model

We can build their understanding of:

- Disaster realities and practicalities
- Outrage mitigation - ensuring credibility
- Communication and operations - best practice connections

Intensely practical sessions make sure that the outcomes are practical as well: systems created, plans drafted, and capabilities changed.