

Crisis and Emergency Management

The Leadership Challenge

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Dynamiq

Crisis and Emergency Management – The Leadership Challenge

- About Dynamiq
- Current Climate
- Business Resilience
- Leadership
 - Individual and Organisational Leadership
 - Prevention, Preparedness, Response and Recovery

What we do

**Crisis & Emergency
Management**

**Travel Risk
Management**

Strategic Security

Remote Medical



Recent Experience

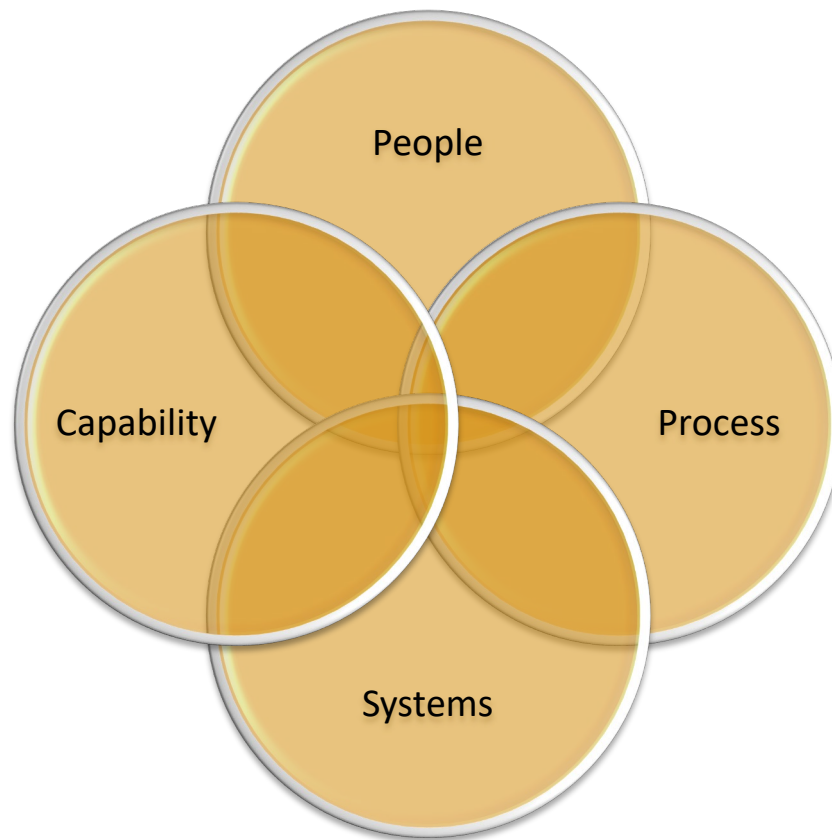


Current Climate



Business Resilience

Ability to adapt quickly to evolving situations in a dynamic environment



What is an incident?

What is an emergency?

What is a crisis?

What is an incident?

An unplanned event that has the potential to threaten life, the environment or assets. If not controlled, an incident can escalate to an emergency and/or crisis.

What is an emergency?

A physical incident that threatens life, the environment, or property, but which on its own does not affect an asset's long-term ability to do business.

What is a crisis?

Loss of management control resulting in an actual or potential threat to an assets long-term ability to do business due to the impact on the operability, image, reputation and liabilities of the company.

Characteristics of a Crisis

- Misinformation
- Confusion
- Incomplete information
- Underestimated
- Intense pressure
- Friction

What is Leadership?

What is Management?

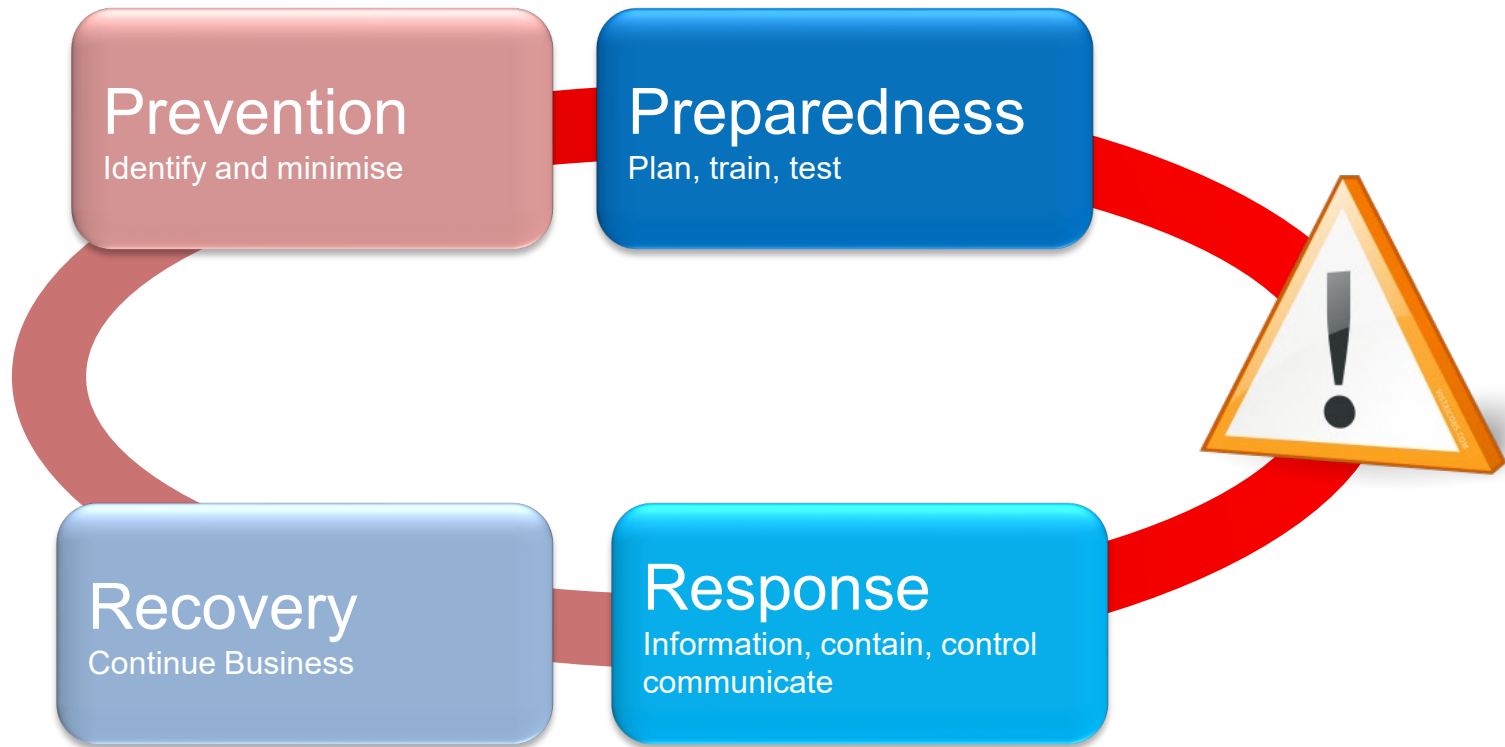
“Leadership is the art of achieving more than the science of management says is possible”

Colin Powel, retired US General and Chief of Staff

Crisis Management



The Comprehensive Approach



Prevention

1. Put your people first
2. Know your operating environment
3. Establish your resilience framework

Preparedness

1. Invest in your people
2. Prepare yourselves – have the tough discussions – What If?
3. Practice first class intensity

Response

1. If in doubt call it out
2. Right People at the Right Time to make the Right Decisions
3. Set clear objectives
4. Trust and empower your team
5. Communicate – Communicate – Communicate

Recovery

1. Recovery starts from the point of incident
2. Human, Environment, Asset, Financial
3. Communicate, Communicate, Communicate

Conclusion

The success of a crisis leader is measured in terms of their ability to influence or motivate key audiences towards a specific behaviour or belief.

Leading During Times of Crisis, Lynn Rolston and Denise McNerney, CEOs of IBossWell

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