

Crisis Readiness: Training & Exercise

Managing a crisis requires a multi-disciplinary team of people with different knowledge, skills & expertise. With limited opportunities to gain experience of managing a crisis, training, testing & crisis simulation are integral to embedding crisis management within an organisation.

A prescriptive training programme can help organisations and their people to develop the right range of skills and knowledge required to become 'crisis-ready'. Our training programmes ensure that members forming the crisis organisation are aware of the importance placed upon their roles, and have access to the tools required during a crisis.

Crisis training

In a complex and crisis-prone society, it is important to determine whether an organisation has adopted the right level of organisational preparation and resilience. In some sectors, regular training and testing is mandatory, whereas other sectors leave room for organisations to determine their own training and testing ambitions. A balanced training programme ensures that attention is paid to individual roles, teams, internal chains (cooperating teams), and external chains (cooperating organisations). Key members are trained, the most important crisis types are practiced, and all processes include dry runs.

Training programme approach

We support organisations to develop a training and testing programme that corresponds with their crisis profile. We also help to redevelop their approach from ad hoc ('we train and test every now and then') to an consistent training and testing programme.

A coherent training programme has the following characteristics:

1. Diverse set of training and testing activities which fit the organisation's maturity level
2. Training and testing of the right crisis types
3. Level of teams and individuals is taken into account
4. Application of realistic scenarios
5. Focus on key individuals or teams
6. Crisis competencies match regular functions
7. Budget is available and a coordinator is in place

Our solution

Organisations are realising the benefits of implementing crisis training and testing, especially in current times where common sense and resilience alone, are no longer sufficient to survive a crisis situation. Our solution helps to determine the organisational objectives, activities and operating conditions required to develop a customised crisis training approach.

Benefits

Our crisis training and exercise helps clients to:

- Provide effective crisis training, testing & simulation
- Build multi-disciplined teams
- Ensure that the right people are in the right roles
- Embed crisis management within the organisation

To learn how Aon can help empower your organisation, contact:

Bart Klijnsma
Practice Leader
Crisis Consulting EMEA
The Netherlands
+31 (0)6 50 999 169
b.klijnsma@cot.nl

Patrick Maher
Senior Risk Consultant
Crisis Consulting EMEA
United Kingdom
+44 (0)20 7086 7223
patrick.maher@aon.co.uk

aon.com/crisisconsulting

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Walk through scenario

A walk through deepens an organisation's understanding of a specific scenario or crisis type. Our experienced trainers walk through all steps of the crisis process: from detection to escalation, to immediate response, the aftermath, and finally to closure. We address questions such as: Who does what and when? How realistic is the approach? Are there gaps in our response that we need to address?

Executive training

Due to the potential impact upon an organisation, crisis situations belong at the executive table. We develop programmes where leadership teams walk through all aspects of effective crisis management. Areas covered include, multiple leadership styles that can be used, knowledge of processes and procedures, relevant stakeholders that are needed, and the working methods that support informed decision making. Our training programmes enable teams to make situational assessments, enhance situational awareness, and employ the right governing principles that are imperative in crisis situations.

Crisis team simulation

An interactive crisis simulation immerses the organisation into a realistic crisis situation, and makes individuals feel the pressure and tension of a real crisis. We design a scenario tailor-made to fit the organisation. A response cell ensures a flow of input to the crisis team, such as new information, social media responses, and requests from stakeholders. After a couple of hours, our observer sits down together with the team to reflect on their performance and to identify the next steps.

Organisational objectives

1. Buy-in from senior management
2. Ownership of the business
3. Intrinsically motivated participants/employees
4. Maintenance of the crisis organisation
5. Bringing new colleagues on board
6. Synchronisation with other disciplines (security, corporate communication, legal)
7. Co-operation with external partners

Organisational conditions

1. Experienced participants or beginners
2. One or several teams
3. Corporate level or business line
4. Earlier experience and education
5. Crisis room or other location

Activity required

1. Knowledge exchange
2. Team play
3. Skills improvement
4. Experimentation with organisational and team structure
5. Plan testing
6. Preparation for specific scenarios

Training options

1. Intake (objectives, participants, practical conditions)
2. Activity advice
3. Checklist training/exercise
4. Design, including teaching materials
5. Optional: intakes/short interviews with key people
6. Optional: pre-event activity (e-learning or other)
7. Exercise day
8. Evaluation of outcomes and next steps