

# CRISIS MANAGEMENT SERVICES

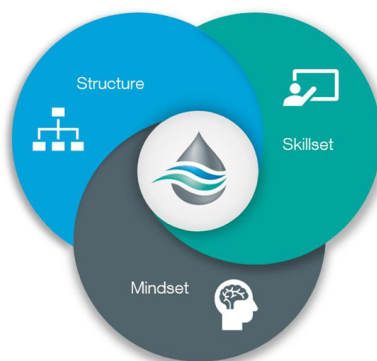


## A crisis event can happen at any time to any company. In today's competitive market, can you afford not to have crisis preparedness in place?

Today, companies face many challenges, such as mergers and acquisitions, inexperience and disconnect, restructuring and adapting to a volatile world.

These challenges, along with a general lack of appreciation for the investment required to be crisis ready, can all have an impact on crisis preparedness.

OSRL's crisis management services are tailored to your needs. Whether it is one-to-one leadership coaching, training an entire Crisis Management Team, writing a crisis management plan or playbook, or facilitating an exercise with an experienced sim-cell, we can help you to identify your weak spots and build your resilience for a crisis.



For a truly effective crisis management team and functional crisis preparedness system, you need structure, skillset, and mindset. These make up our crisis performance framework. Depending on the needs of an organisation and level of crisis preparedness maturity, we can use the performance framework to support an organisation. Specifically, the following are essential:

**Structure:** the organisation/framework, operating procedures and policies, processes, decision-making tools, plans, the response room, the flipcharts/boards on the wall or the software platform to manage media and communications

**Skillset:** the technical understanding and behavioural requirements of a role, whether it be knowledge-based or skills-based, the crisis competencies of a team and individuals, understanding of reputational risks, worst-case scenarios.

**Mindset:** an appreciation that our ability to perform in a given moment is largely determined by where we are placing our attention and how we are making sense of the situation. This explains why even the most competent people can fall short of performing at their full potential, especially when under pressure. We approach mindset as a skill. As such, it can be broken down and learnt.

# Service Information Sheet

## CRISIS MANAGEMENT SERVICES



Preparing your crisis management personnel, is not just about team performance in a crisis, but it can help in day-to-day business activities, such as critical decision making, situational awareness and personal resilience, which ultimately will benefit the whole organisation.

Our services can either be utilised individually or collectively at whatever point you are in your cyclical crisis management preparedness and maturity journey.

Essential to this journey is putting you at the centre to help solve your problems. Delivered globally, either in-person or remotely, OSRL's crisis management specialists can support you every step of the way.

We have credible and experienced crisis practitioners with collectively over 300 years of experience. Our team's cause, belief and purpose are to help people to prepare properly for when a crisis hits.

Our crisis preparedness services wheel can support members in many different areas. Through exploratory conversations with our experts, we can help you pinpoint precisely the areas needing improvement.

We offer bespoke and integrated crisis preparedness solutions, including:

- crisis management courses
- customised crisis management training
- crisis planning
- crisis response exercises and simulations
- crisis leadership coaching
- crisis role specific coaching



Please contact us if you would like a discussion our crisis management services.  
[myosrl@oilspillresponse.com](mailto:myosrl@oilspillresponse.com)

[www.oilspillresponse.com](http://www.oilspillresponse.com)

Europe, Middle East and Africa T: +44 (0)23 8033 1551 F: +44 (0)23 8033 1972 E: [southampton@oilspillresponse.com](mailto:southampton@oilspillresponse.com)  
Asia Pacific T: +65 6266 1566 F: +65 6266 2312 E: [singapore@oilspillresponse.com](mailto:singapore@oilspillresponse.com)  
Americas T: +1 832 431 3191 F: +1 832 431 3001 E: [houston@oilspillresponse.com](mailto:houston@oilspillresponse.com)

TIS-TECHADVISORYSERVICE-V1.0-1306 © 2016 Oil Spill Response Limited

