

CRISIS SIMULATIONS

What is the problem we are solving?

Executives often get a false sense of security from having a so-called Crisis Plan on the shelf. Even if they rehearse the plan, this often just tells them how to get a team in the room or on a conference call.

What does the crisis team actually do when it gets in the room? Without a common process, unhelpful behaviours will tend to dominate the team dynamic in a high-pressure situation. A lot is at stake.

Too often, exercise scenarios are focused on operational or tactical issues. They tend to either be delivered in real-time or with artificial *fast-forward* phases.

What makes the difference?

You need real assurance on your crisis readiness. You need to be confident using a common process; that performance is reliable and repeatable. You need to test not just the process, but also the human factors under pressure. You need scenarios that are realistic and relevant to your real-world risks; and evolve dynamically to reflect your responses.

How do we achieve this?

We start from the assumption that your people are good at running business as usual, but may not be experienced crisis managers. For this reason, we've identified the competencies your crisis team needs to respond effectively. We provide you with a sophisticated, experiential learning environment.

We offer a framework for thinking collectively about crisis and a structure that helps people know who is doing what, when and how. We design our scenarios to address strategic issues your crisis team will face; and we provide a dynamic response so the consequences of decision-making can be tested.

Contact us on opportunities@eddistone.com to discuss how we can help you.



What does a Crisis Simulation look like?

Every one of our interventions needs to meet your objectives, so we first plan on development outcomes. A simulation might be intended to introduce a team, raise awareness of a specific risk, develop individual skills or collective skills, or evaluate capability.

Once we are clear on the desired outcome, we research an appropriate scenario, with help from your experts if necessary. This provides information targeting all crisis roles, reflecting inputs from appropriate stakeholders.

We deliver the scenario to your team over 2–4 crisis meetings of around one hour each, allowing time for processing information between meetings. Working with subject matter experts, we *Red Team* a dynamic response that will feed into the next meeting and allow the team to work with a realistic, evolving situation.

What are the benefits?

DYNAMIC RESPONSE

We enhance realism and allow participants to see the consequences of their decision-making by enabling a dynamic evolution of the scenario. Your teams feel engaged by the realism and gain insight to relevant risk issues. You have the opportunity to test alternative responses and develop appropriate contingency plans.

COMPETENCE DEVELOPMENT

Your organisation already maps competency in many areas of corporate life. Now you can map crisis management competence. Each function on the crisis team gains a clear picture of their roles and responsibilities. You receive an assessment of individual and organisational capability; and a road map to move up the maturity scale towards full competence.

RISK-BASED

You match your response capability according to your risk profile. Running a series of simulations allows you to cover priority issues on your Crisis Risk Radar, enabling you to demonstrate good governance and give meaningful assurance to the executive.

LEADING EDGE

Using this approach puts you at the leading edge of crisis readiness. You will be making a step change in crisis management maturity. You will be using a best practice process, delivered by experienced practitioners, who understand your needs because they've been in your position.