

LIVE CRISIS FACILITATION

What is the problem we are solving?

In some cases, crisis impacts before the organisation has had a chance to build the crisis management capability they'd ideally like. In other cases, the organisation has good capability in place, but wants to enhance capacity to avoid being overwhelmed. Either way, in a live crisis, organisations need confident, competent facilitation of their crisis team. They need it fast. There is a lot at stake.

What makes the difference?

The ability to scale up crisis leadership to meet an unexpected, rapidly escalating situation that threatens to overwhelm you. This requires speed, reliability and instant credibility that your senior leaders will trust to support them. You need expert facilitation, including the ability to manage strong personalities under pressure, and other human factors.

How do we achieve this?

We offer you not just capacity, but enhanced capability. We use your crisis processes (or offer you the right tools if you don't have them). We enable continuity as your people rotate through their roles: we coordinate meetings, information and decision capture, action tracking and report preparation, through to review and investigation. Our consultants have worked in industries similar to yours and bring extensive experience of incident and crisis response. They are also skilled coaches and facilitators, so they are adept at working alongside your crisis team leader.

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



What does Live Crisis Facilitation look like?

We are able to deploy to support your team at your UK location within hours. From the outset, we work with your crisis team leader (or the accountable person) to establish structure and process around your response so far. We help define roles and responsibilities, lines of communication and interfaces.

Our main role in meetings is to facilitate crisis team meetings. We encourage use of a Focus Board (or your equivalent) which captures the issues, potential impact, strategies and agreed actions. We enable other functions on the team to perform their roles efficiently while we look after the process.

Between meetings, we support information management, preparing briefings and reports as required. This enables your people, especially the crisis team leader, to rest. As the team moves from response to recovery, we prepare for internal review and potential scrutiny by external stakeholders (we are familiar with expectations in this area).

What are the benefits?

MULTIPLIED CAPACITY

Goes beyond just adding capacity in a critical role, to maximising effectiveness of all roles on the crisis team. This is particularly true of the Leader role: The Facilitator ensures the process is conducted smoothly, allowing the Leader to adopt an overview and give direction to the response.

DEVELOPED COMPETENCE

Crisis team members model their behaviour on an expert Facilitator. Our intention is for your team to become increasingly mature in competence: Having one of our Facilitators in the room supports this aim, especially when we are able to work alongside your aspiring Facilitators or Coordinators.

ALIGNED

Our Facilitators work to your processes. In an ideal world, your team will have trained with us over several months but, if we have not, we either use your process or offer tools to enhance your process. We are 'white labelled' – Eddystone Consulting is not visible to your stakeholders.

COST EFFICIENCY

We provide consultants who are also skilled coaches and facilitators. Our deployment rates compare favourably and we offer assured reliability under a retainer agreement. As such, our professional services may be recoverable under the terms of your business interruption insurance.

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.