



LOSS PREVENTION TRAINING

CRISIS INCIDENT MANAGEMENT

Crisis Incident Management Series Dates and Topics

Listed below is an overview of each of the topics and the dates of all 8 parts of the Crisis Incident Management Series. Each of these standalone webinars will be in EIA TV in the General Liability Channel to provide you and your organization with the tools you need to manage Crisis Incidents.

Webinars Now Available On-Demand

1. Crisis Incident Management Series: Workplace Violence Awareness, Prevention, and Response

This webinar provides valuable information for every agency with questions and concerns about these issues.

Topics covered:

- ✦ How to address pre-incident violent or threatening behaviors from troubled taxpayers, strangers, or employees;
- ✦ Need for in-place policies and procedures to manage risk, minimize liability, and make good decisions on behalf of the agency, its employees and its taxpayers;
- ✦ Crisis incident management steps, including a thorough discussion of the national DHS protocol for active shooters and attackers: Run-Hide-Fight; and lastly, post-incident management and lessons learned as we look forward.

2. How to Assess Your Organization's Preparedness

This webinar will look at Crisis Management in more detail when it comes to Pre-Incident plan development and preparation. We will discuss in broader detail risk assessment for all-risk exposures. We will outline the need for assessing your organization readiness to manage such events. Crisis management is broadly defined as an organization's pre-established activities and guidelines for preparing and responding to significant catastrophic events or incidents (i.e., fires, earthquakes, severe storms, workplace violence, bomb threats, acts of terrorism, etc.) in a safe and effective manner.

A successful crisis management plan incorporates organizational programs such as emergency response, disaster recovery, risk management, communications and business continuity, among others. In addition, crisis management is about developing an organization's capability to react flexibly and thus be able to make the prompt and necessary decisions when a crisis happens.

3. Tools for the 21st Century

In this webinar, we will focus on the tools needed to ensure public agencies are prepared for a crisis incident. This will require a fundamental change in philosophy on how public agencies prepare, respond, and recover from crisis incidents. This change in philosophy will require public entity leadership to change their approach in dealing with crisis incident management, including changing our approaches to crisis incident management planning.

Upcoming Webinars

4. The Value of Site Security Assessments: Knowing How and Why to Keep Your Buildings Safe—April 7th

This webinar helps participants understand how the current culture demands safer workplaces. Employees want to

work in environments where they feel safe from harm from dangerous people, coming from inside or outside the business. A site security assessment looks at building security, access control, cameras, panic alarms, and emergency and evacuations policies and procedures. This session helps the participants think like a security assessor and be able to create or understand a site security report.

5. **Crisis Management A Leadership Challenge—May 26th**

A sequence of sudden, unplanned and unexpected events leading to instability in the organization and major unrest amongst the individuals is called as crisis. Leaders and managers play an extremely important role during crisis. One should lead from the front. Show confidence and steadiness. Take complete charge of the situation. This webinar will discuss those leadership traits for dealing with a stressful situation.

6. **Managing News Media Relationships: What to Say and Not Say Before, During, and After Incidents, Accidents, or Events.—June 30th**

You don't have to be your Agency's PIO (Public Information Officer) in order to have contact with local or national media. You may be called for a quote for a simple story, which is actually not that simple. More and more TV stations are using Multi-Media Journalists (MMJs), who are often new reporters who are expected to get a quote, write a story for the station's web site, take photos and write the captions, shoot some A and B roll, and prepare a package for their news program. Print journalists are expected to contribute to their paper's web site, podcast, and other venues. You must understand their motivations, limits, and deadlines to work with them effectively. It's best to have your plans, statements, and message in place, before any newsworthy event happens to your agency. This sessions will help you if you're a PIO, department head, manager or supervisors, asked to speak to the media, where nothing is ever, ever off the record.

7. **Risk Culture's Critical Role in ERM—July 21st**

An organization's "risk culture" is the way in which its management and personnel collectively perceive and respond to risk. Stay tuned and check our Calendar for more information as we get closer to the date!

8. **Preparing for a Black Swan Event—August 18th**

Black Swans are defined as rare, random, and high-impact events and are characterized to be catastrophic and broad impact to agencies. Stay tuned and check our Calendar for more information as we get closer to the date!