CRISIS RESPONSE MEETING AGENDA

MEETING TITLE -
MEETING TYPE - URGENT RESPONSE PLANNING & DECISION MAKING

Objectives:	1. Define how the company will respond to minimize the impact of the crisis and how and when will it be executed.
Date:	XX/XX/XXXX *Time:* 90 minutes
Location:	
Host:	
Attendees Required:	
Attendees Optional:	

PREPARATION FOR MEETING

Please Read:	• Summary of the current situation. • The Crisis Management Plan. • Information provided on decision making and problem solving processes.
Evidence:	What facts do we know about how the crisis came about, the impact of the crisis to date, who the crisis is impacting?
Please Bring:	Any facts you have related to the impact of the crisis on your area of the business.

	AGENDA ITEMS (AS QUESTIONS)	DESIRED OUTCOME	ROLES	DURATION
1	Ice breaker	All attendees are in a present state of mind ready to start the meeting		5 minutes
2	What is the current situation?	All attendees are debriefed with a concise presentation of the known facts of the situation.		5 minutes
3	Who is affected? - Are lives at risk? - Is there a safety risk? - Which stakeholders will be impacted, how and when?	- All attendees rank the likelihood and severity of impact on employees, customers, vendors and society. - Once these impacts are listed response options are raised and decisions are made.		10 minutes
4	How is the infrastructure of the company at risk? - Building, facilities, factories, warehouses, fleet vehicles, machinery	- All attendees rank the likelihood and severity of impact on the operating environment. - Once these impacts are listed response options are		10 minutes

		raised and decisions are made.		
5	How will the crisis impact the technological systems of the company? - Technological system failures. - Security breaches.	All attendees understand: - what to do if technological systems go down. - What they can do to minimize the risk of a security breach. - Once these impacts are listed response options are raised and decisions are made.		10 minutes
6	How will we keep the business running through the crisis?	A list of critical business activities is created that contains only those activities required to keep business open without worsening the crisis.		10 minutes
7	How do we minimize damage to the company's reputation?	- Define what the immediate response to the public is going to be and whom it will come from. - Assign a public spokesperson to speak on behalf of the company throughout the crisis. - Decide the frequency of response required during the crisis.		10 minutes
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	What independent advisers and crisis management specialists do we need?	Attendees list any blind spots or underserved skillsets they may have that need to be outsourced in order to properly manage the crisis. A member of the Crisis Management Team is assigned to recruiting these specialists.		10 minutes
	Who is in the Crisis Management Team? - Roles and responsibilities - Decision making authority - Lines of communication	Define specifically the roles and responsibilities of the Crisis Management Team and how they will communicate and make decisions. Compile into a list of key contacts. Share this with all members of the team.		15 minutes
	Review Key Points and Actions - List facts that are necessary in order to progress toward the desired outcome.	All attendees understand and are ready to execute next steps.		5 minutes

NEW ACTION ITEMS   **RESPONSIBLE**   **DUE DATE**

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OUTSTANDING QUESTIONS   RESPONSIBLE

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OTHER NOTES OR INFORMATION

PROCESSES

1	Decision making models we will use: • Emergency Decision Making protocals • Consensus, Majority vote, Autocratic • Bias mitigation
2	What problem solving models we will use: • Identify, Explore, Select, Implement, Evaluate • Clarify, Ideate, Develop, Implement • IDEAL – Identify problems & opportunities, Define goals, Explore, Anticipate Outcomes, Look back and learn • Lean 6 sigma – Define, Measure, Analyze, Improve, Control