



It's a Crisis!

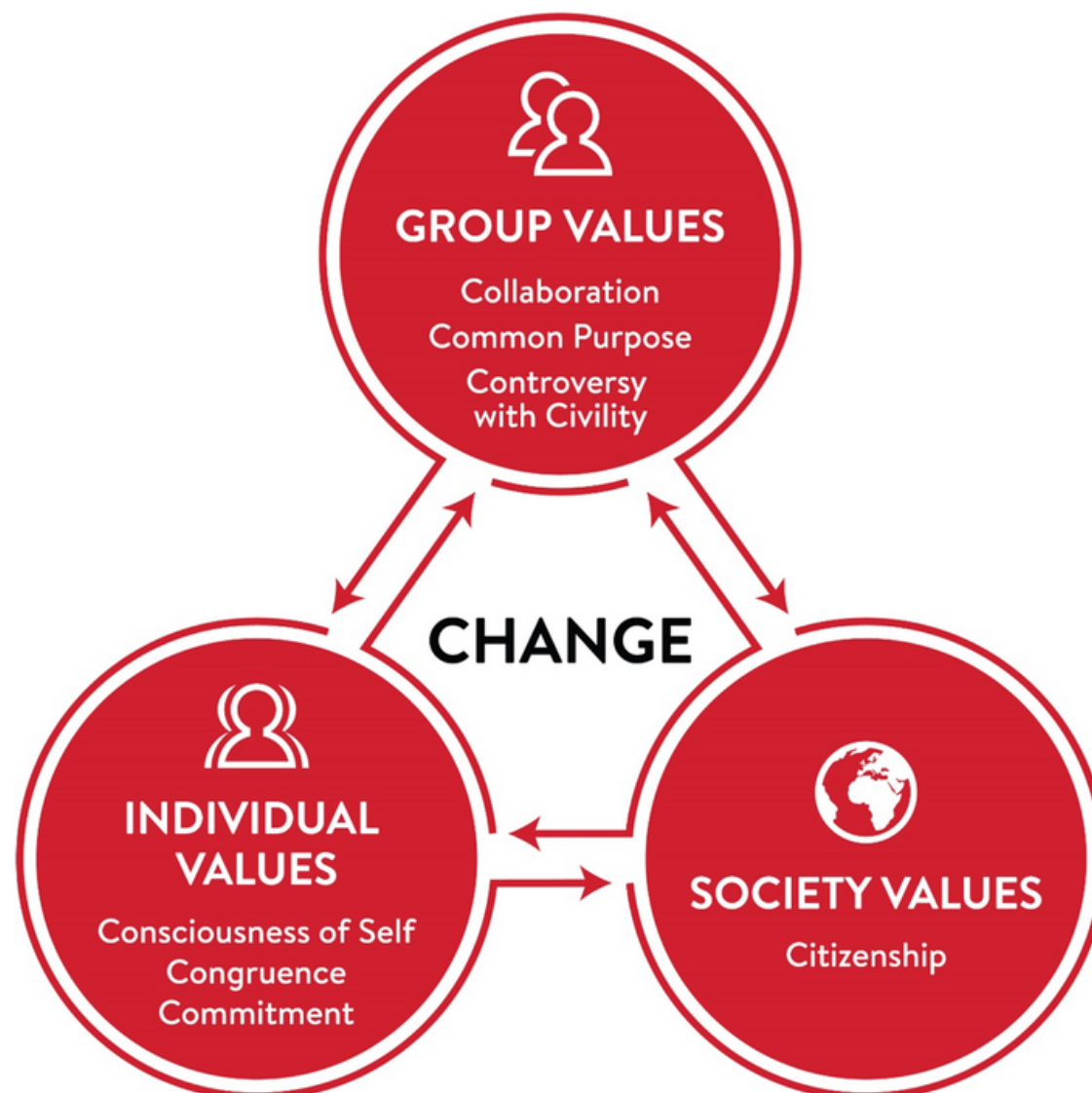


MATERIALS NEEDED

- A Computer with wifi access
- About an hour's time
- Minimum 2 people (Facetime your friends!)

DEFINITIONS

The LEAD Workshop series is grounded in the principles of the social Change Model of Leadership and its 7 C's (See below). In the SCM, an individual can enter the process at any point: as an individual, as part of a group, or as a member of society. Within each component, you will find values that are important to creating change. Change is the hub which the SCM revolves around.



THE C'S FOR THIS WORKSHOP

Collaboration

This workshop aims to prepare leaders to engage in effective teamwork practices in order to successfully navigate their teams through crisis situations. Students will be able to identify key crisis planning steps and know how to implement them.



INSTRUCTIONS (PART 1)

- 1 Call a friend on Zoom/FaceTime/Google Hangouts to participate with you!
- 2 Review the first three slides together
- 3 Come upon a common understanding of what's important to do during a crisis.
- 4 Use this knowledge to navigate the Choose your Own Adventure! Complete it independently at first, then compare with a friend and cooperate in finding a solution.

<https://go.unc.edu/LEADCrisis>

CRISIS

"crisis is a process of transformation where the old system can no longer be maintained".

-Venette

Elements of Every Crisis

1. a threat to the organization
2. the element of surprise
3. a short decision time
4. a need for change



How to act...

Before

1. Make an inventory of possible crises that may occur
2. Game out potential problems using role-plays.
3. Put draft crisis management action plans in place



During *(this is often the most difficult yet integral time to be effective)*

1. Gather information.
2. Bring in experts or advisors as needed
3. Be honest and transparent with all stakeholders

After

1. Carry out damage control, but remain transparent about events.
2. Begin the process of enacting changes and/or reimbursement.
3. Learn from what happened in order to plan for future crises.

Choose Your Own Adventure.

Operation: Bake Sale

Test your crisis management skills and knowledge through this simulation: Make the right decisions to avoid chaos!

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DIY

INSTRUCTIONS (PART 2)

- 6 Compare with your friend(s) on how you each completed the choose your own adventure. Did you utilize your crisis management strategies? How? Did they always work?
- 7 Go to the reflection questions on the next page and discuss.
- 8 Visit go.unc.edu/LEADDIY to track your completion



DIY

REFLECTION POINT

Why is it important to create and implement crisis management plans?

How do different situations require different responses? How can we make the call? How can we help others to make the call?

What does preparedness look like in relation to unpreparedness? Which do you trust more?

APPLY YOUR LEARNING

Places to apply crisis management

1. In the classroom
2. In the boardroom/at exec
3. Holding leaders accountable ("do you have a plan for X?")
4. Personally-- we always have to hope for the best and plan for the worst!



CRISIS MANAGEMENT

Visit go.unc.edu/LEADDIY to track your completion