
CRISIS DECISION MAKING FOR HOUSING ASSOCIATIONS

biscon



ARE YOU MATCH FIT?

A crisis will expose existing vulnerabilities.

Preparation and testing will prove critical.

Organisational and personal resilience will be tested.

Decisions made in the 'heat of battle' may be probed months or years later.

Values will be tested.

Needs team effort all pulling in same direction.

Egos and personal reputations need to be put aside.



PURPOSE

To improve decision making and resilience within Housing Associations.

Using the principles from Joint Emergency Services planning we train decision making models that ensure:

- Strategic focus is maintained.
- Hierarchy of threats are addressed.
- Defensible positions are assured.
- Rationale is recorded.
- Accountability is clear.
- Organisational Values drive focus.





SCOPE AND OBJECTIVE: TRAINING WORKSHOP

Examine how leadership skills and styles impact on culture.

How culture will define the effectiveness of a crisis response.

How communications skills can be developed to improve performance and address conflict.

Impact of pressure on decision making.

How to make decisions within an Incident Management Team.

Importance of empathy and perception in crisis situations.

Dealing with external scrutiny and the media.

Practical takeaways to help build trust and sustainable relationships.

CRISIS DECISION MAKING

Timescales, consequences and lack of/competing information make decisions in a crisis more challenging.

The secret to success is finding the way to make 'the most important thing most important'.

Style and tone of early decisions will dictate the effectiveness of the response.

We must learn and apply the lessons from recent Inquiries to make sure the same mistakes aren't repeated.



Inquiries Act 2005
CHAPTER 1



INCIDENT MANAGEMENT TEAM

Have they been trained?

Are roles and responsibilities clear?

Who is empowered to make decisions and how are they recorded?

What is the hierarchy and structure?

Have they been tested?

What is the skills set requirement and are they up to the challenge?

Don't wait until the incident to find out the answers





CLIENT PORTFOLIO AND REFERENCES:



Biscon's client portfolio covers many business sectors

- Housing Associations and Local Authorities.
- Wide range of size of organisation.
- From SMEs to multinational companies.
- Single or multi-site operations.

Consultants have broad personal experience

- Includes a Chartered Accountant, retired senior Police officer, and ex-Emergency Planning Officer

For more details get in touch with your current project manager or info@biscon.co.uk

Lead for this project: Martin Cleworth at Biscon

- Contact: martincleworth@biscon.co.uk