

Lean on the legal team to protect employees, clients, and the organization. Make sure they:

- Create and execute emergency response plans
- Remain apprised of new and changing legislation
- Provide support around liability, communications, and legal ramifications
- Work with C-Suite to assemble and lead a crisis management team
- Prepare communication around new legal updates and disseminate to staff

HR is resolving human issues caused by the crisis and staying ahead of them as much as possible.. They should:

- Lean on their unique abilities to put out fires and manage employee emotions
- Collaborate with C-suite and Legal to create and execute emergency response plans
- Collaborate with C-Suite and Legal on crisis communication plans
- Work with all roles to brainstorm creative ways to keep employees functioning
- Respond to staffing needs swiftly
- Maintain company culture through strategic initiatives
- Listen to employee concerns and ease anxiety
- Remain apprised of all employment legislation; implement new rules

Employees play an important role in crisis management. It's important that they:

- Prepare for change
- Follow all safety procedures and emergency response plans
- Understand their rights
- Be open minded and adapt to new processes and procedures
- Ask questions and communicate honestly about their feelings
- Continue to complete daily work as best they can
- Be realistic with requests

Employees will be looking to the C-Suite for guidance. They need to:

- Set the tone (i.e., remain calm)
- Remain as transparent as possible
- Deliver high-level, positive messaging
- Designate a spokesperson to disseminate logistics down to the bottom of the organization
- Prepare for short term and long term affects
- Ensure their employer brand remains intact by handling the crisis with employee well-being in mind
- Make quick decisions and utilize creative problem solving
- Create a strategic plan to ensure business survival
- Bring in experts to consult where needed
- Adapt from past crisis and prepare for future crisis

Managers are your first line of defense during a crisis. Make sure they:

- Increase interaction with direct reports to ensure they feel cared for
- Ensure employees are following established emergency response plans
- Set the tone with their direct reports (i.e. remain calm)
- Gather feedback from direct reports

- Are a pillar of support for team members
- Brainstorm strategies for overcoming disruption of employee functions
- Identify vital systems that must continue to function and which employees are needed to keep those systems in place



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