

*RPS Partnership provides stimulating and realistic training. If we prepare today then we are ready to face the challenges of tomorrow. When a crisis hits your organisation are you prepared to continue with business as normal? Here are five steps we would recommend;*



*Development of a crisis management plan*

*Identify, form and develop a fully operational team ready to deal with a crisis calmly and with clear leadership*

*Train spokespeople to effectively communicate your message when under pressure*

*Install confidence to deal with the media and social media*

*Continuous improvement to protect your staff, your shareholders and the organisation's brand and reputation*

## **AT THE END OF ANY CRISIS WHAT WILL YOU BE REMEMBERED FOR?**

### **Front of House Crisis Media Training**

#### **Switch board - Reception - Access Control**

Skills to deal with the media when a crisis hits, protect your people, assets and brand

### **Crisis Simulation and Desk Top Exercises**

Putting your plans into action! Ensuring everyone from senior management to the front desk, internal and external understand protocols and procedures. Within a controlled environment you can identify and make improvements to deal with a crisis

### **Family Liaison Training**

When a crisis hits, ensure everyone is kept informed. Knowing that families will be supported; empathy is a human value in a time of uncertainty

### **Effective Communication**

Being able to communicate effectively saves time and prevents a bad situation getting worse

