A Few Thoughts About Managing A Crisis

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Based on Shaw and Roper, Crisis Management (in Press)
Levels of Crisis

• **critical incidents** - crises that are isolated to a particular section of campus and/or have an impact that is confined to a particular segment of the campus population

• **campus emergencies** - crises that affect the life of the campus but are confined within the borders of the campus

• **disasters** - crises that permeate campus borders and extend into the surrounding community

• **catastrophes** - more severe forms of disasters, with increased and long-lasting damage to the impacted area
Related to the Incident

- What information should be gathered first?
- Which individuals and groups may be affected in this situation?
- In what ways is the incident at odds with institutional values and policies?
- Who "owns" the issue(s) at the heart of this situation?
- Who should be involved in conversation prior to individual administrative response?
- What is the role of your functional area in the conversation and response?
- What are the major factors involved in the incident?
- What competencies are needed to effectively provide leadership to respond to this crisis?
Related to Your Personal Leadership

- What strengths/competencies do you bring to the situation?
- What are your personal perspectives and feelings of which you must be aware?
- What biases might you bring to the interaction?
- What challenges will you confront in demonstrating openness to all parties with whom you will meet?
- Through what personal philosophical perspective will you approach the conversation?
- What is your institution’s stated philosophy (values statement) and how will you integrate it with your personal values/philosophy?
- How will you address the concerns of those most immediately involved, as well as the broader community?
- How can you ensure your role adds value to the conversation?
- Creatively, how might problem solving become a shared responsibility for all parties involved?
- How will you determine whether a successful outcome has been achieved?