

decision making in crisis



why people make bad decisions in a crisis situation and how to make better ones

- Do people in your organisation understand how people behave in a crisis?
- Are they able to plan for these behaviours?
- Are they able to make good decisions in a stressful situation?

Good decision making is critical for all organisations. Unfortunately the nature of decision making is not generally well understood by the individuals making the decisions.

This one day interactive workshop explores the nature of decision making in crisis situations. It explores the psychology of decision making under stress. It introduces attendees to the stages that they and other people go through before taking action in a crisis. It then builds on this understanding to introduce and develop practical techniques to improve the speed and quality of their decision making. Delegates will leave the workshop with new ideas and with a pack of practical output that they will be able to use effectively in a crisis situation.

Delegates will learn:

- The psychology of decision making in crisis situations
- The stages that people go through before taking action
- How to spot these stages in themselves and others

and will use this learning to:

- Develop techniques to make better decisions in a crisis
 - when they experience a crisis situation themselves
 - or if they are making decisions for others
- Apply the techniques that are introduced during the workshop
- Develop their own approaches
- Embed all this knowledge in their decision making processes

Style

A 1-day facilitated workshop with a mix of discussion and practical work that will provide delegates with the opportunity to practice the lessons learnt.

Key Feature: After the workshop delegates will be able to join a private on-line discussion forum specifically set up for their group where they can share their experiences enabling them to further embed what they have learnt and create an ongoing learning experience.

Target audience

All staff especially emergency, disaster and resilience planners.

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