



unparalleled
TECHNOLOGIES

firstonsite
Restoration



LEADERSHIP IN AN EMERGENCY; STRUCTURE FOR ORGNIZATIONAL EMPOWERMENT

REALIZING EMERGENCY SUCCESS

INTRODUCTION

Why responses to emergencies are not always successful, and the outcomes don't turnout the way it was anticipated (planned).

We will explore the structure of the plan, and not empowering the team, as some possible factors that may be getting in the way of the realizing the organization's potential and achieving greater emergency success.

OUR TIME TOGETHER

1. THE WORLD IS CHANGING
2. THE DREADED 3% - "NEMESIS"
3. COMMON PLANS
4. THE STRUCTURE OF YOUR PLAN - A METRICS APPROACH
5. EMPOWERING YOUR TEAMS – RESPOND FOR SUCCESS

NOT HOW TO RESPOND

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THERE IS NO...



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GROUP/TABLE DISCUSSION (dream – unlimited budget)



1. THE TOP 5 ITEMS YOU WOULD COMMIT THE \$ TO?
2. THE TOP 3 ITEMS IMPEDING PROGRESS ?

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THE WORLD IS CHANGING



1. EMERGENCIES AND DISASTERS ARE **INEVITABLE**
2. COMPREHENSIVE PLANS (ALL TYPES) ARE **ESSENTIAL**
3. EFFECTIVE AND REGULAR PREPAREDNESS AND TRAINING IS **CRITICAL**
4. PARTNERSHIPS ARE **VITAL**
5. COLLABORATION IS **FUNDAMENTAL**

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THE WORLD IS CHANGING

"THE WORLD IS CHANGING VERY FAST. BIG
WILL NOT BEAT SMALL ANYMORE. IT WILL BE
THE FAST BEATING THE SLOW."

RUPERT MURDOCH

© Linkback Quotes

1. MORE RESPONSIBILITIES
2. MORE SOCIETAL RISKS & THREATS
3. GREATER RELIANCE ON TECHNOLOGY
4. INFORMATION IS EASILY OBTAINABLE
5. ALL EYES ARE WATCHING

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THE 3% - "NEMESIS"

I'm so excited.



BUDGET PLANNING

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THE 3% - "NEMESIS"



YOU GET WORD:

1. CUT 2-3%
 - You reduce or eliminate training
 - Plans are shelved or not maintained
 - You find ways to do more with less
2. BUSINESS REALITY

COMMON PLANS



1. EMP
2. ERP
3. BCP
4. DRP
5. CRISIS COMMUNICATION

AFTER ACTION REPORT/REVIEW

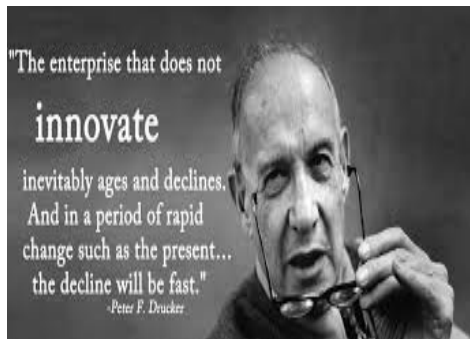
PLAN STRUCTURE



1. LESS IS MORE
2. TACTICAL VS. STRATEGIC
3. AVAILABILITY
4. SAFETY/CAUTIONARY

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INNOVATIVE COLLABORATION



1. PEERS
2. STAFF
3. INDUSTRY ASSOCIATIONS
4. DIFFERENT BUSINESS VERTICALS
5. SENIOR LEADERSHIP (CHAMPIONS)
6. PUBLIC AGENCIES

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METRICS BASED APPROACH



1. DECIDE WHAT SHOULD BE MEASURED
2. ESTABLISH BENCHMARKS AND TARGETS
3. VALUE OF METRICS
 - EASIER TO MANAGE AND IMPROVE WHAT YOU CAN MEASURE

CAN YOU MEASURE LUCK?

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METRICS BASED APPROACH



1. GET INPUT FROM YOUR CHAMPION
2. DETERMINE HOW THE METRICS WILL BE REPORTED
3. CREATE AN ACTION PLAN AND ACT ON IT (THE AAR)
4. ESTABLISH A FORMAL PROGRAM REVIEW/REFINEMENT CYCLE

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**GROUP/TABLE DISCUSSION
(which plan & metrics?)**



1. IDENTIFY THE PLAN YOU WISH TO PREPARE / IN PLACE
2. IDENTIFY THREE (3) OBJECTIVES OF THE PLAN – (MUST BE IN EXISTENCE AND WRITTEN)
3. QUANTIFY AND QUALIFY THE OBJECTIVE OF THE PLAN

TRAINING & DEVELOPMENT



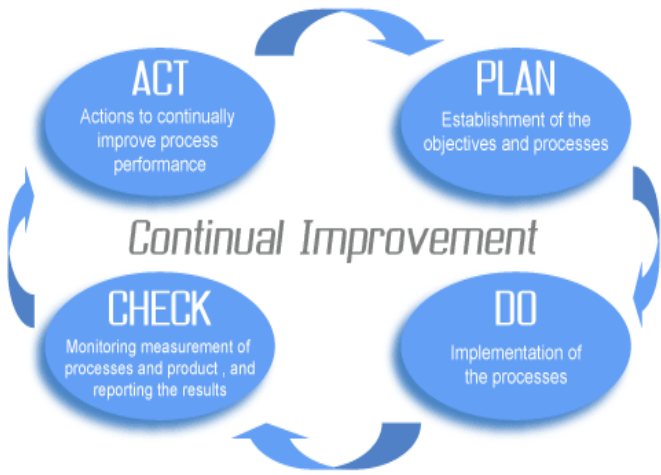
1. TOOLS AND RESOURCES
2. TACTICAL AND STRATEGIC
3. SHORT TERM & LONG TERM
4. SAFETY, WELLNESS AND IMPROVED CAPABILITY
5. FREQUENCY

GROUP/TABLE DISCUSSION
(We need training)



1. WHAT IS NEEDED?
2. WHO WILL RECEIVE IT?
3. HOW OFTEN?
4. WHO WILL PROVIDE?

SUSTAINING SUCCESS



SUMMARY

1. There is no secret sauce
2. The 3% nemesis is in every business
3. Innovative collaboration can go a long way
4. Learn from others
5. Proper planning is essential
6. Metrics is a good tool to assess where the program is and where it needs to be
7. Secure a champion, doing this early and getting them invested will help your program evolve in an Era of more demands with less

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THANK YOU



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