

CRISIS MANAGEMENT STRATEGY

Try Smartsheet for FREE

PREPARED BY

DATE

MISSION AND VISION

Fill in your organization's existing mission and vision statements.

--

RISKS AND VULNERABILITIES

Summarize the most probable and damaging crises.

	CRISIS NAME	NOTES
1		
2		
3		
4		

MITIGATION PRIORITIES

List system and process improvements needed to mitigate vulnerabilities and who will be tasked with this work.

	PRIORITY	ASSIGNED TO
1		
2		
3		
4		

CRISIS OBJECTIVES

Detail your most important organizational objectives in a crisis such as health and safety of staff and maintaining cash flow.

	OBJECTIVE
1	
2	
3	
4	

ALLOWANCES AND EXCEPTIONS

List normal standards and policies that you are willing to sacrifice to support the crisis response.

	EXCEPTION	NOTES
1		
2		
3		
4		

KEY PERFORMANCE INDICATORS

List the metrics you will monitor during a crisis to track your strategic objectives.

	METRIC	NOTES
1		
2		
3		
4		

CRISIS MANAGEMENT TEAM

List the roles and individuals who will do detailed crisis planning and any resources that need to be provided.

ROLE 1		NAME
RESOURCES NEEDED / NOTES		
ROLE 2		NAME
RESOURCES NEEDED / NOTES		
ROLE 3		NAME
RESOURCES NEEDED / NOTES		
ROLE 4		NAME
RESOURCES NEEDED / NOTES		
ROLE 5		NAME
RESOURCES NEEDED / NOTES		

CRISIS MANAGEMENT TEAM *continued*

ROLE 6		NAME
RESOURCES NEEDED / NOTES		
ROLE 7		NAME
RESOURCES NEEDED / NOTES		
ROLE 8		NAME
RESOURCES NEEDED / NOTES		
ROLE 9		NAME
RESOURCES NEEDED / NOTES		
ROLE 10		NAME
RESOURCES NEEDED / NOTES		

STRATEGIC RESPONSIBILITIES IN A CRISIS

Fill in your highest strategy priorities for crisis management such as communicating with stakeholders and making sure ethics are upheld. The CEO usually handles these, but some may be assigned to other senior executives in big organizations.

	RESPONSIBILITY	ASSIGNED TO <i>optional</i>	NOTES
1			
2			
3			
4			
5			
6			

STRATEGIC ACTIONS

List actions needed to address high-level culture or organizational crisis needs such as improving communication or building cash reserves.

	ACTION	NOTES
1		
2		
3		
4		

AFTER-CRISIS REVIEW

List the strategic outcomes from your post-crisis strategic review.

	ACTION ITEM	DELEGATED TO
1		
2		
3		
4		
5		

DISCLAIMER

Any articles, templates, or information provided by Smartsheet on the website are for reference only. While we strive to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, articles, templates, or related graphics contained on the website. Any reliance you place on such information is therefore strictly at your own risk.