CRISIS MANAGEMENT

FOR FACE-TO-FACE & VIRTUAL TRAINING





FACTSHEET

Cave System Rescue

A Northgate original activity that's all about managing a crisis, communicating, working as a team, prioritising and planning.

- 30-40 minutes + debrief
- **4-24 per session** (up to four teams of 4-6 per team)
- For staff at any level
- No computer program
- £ 395 (hard & digital copy) or 345 (digital copy) ex VAT



Learning objectives

- to highlight and practise hY main elements of crisis management
- the importance of having good communication skills
- the need to establish the facts, set clear objectives, and prioritise
- making decisions under pressure and putting together a plan of action
- the need for a leader with vision and Udynamic, Wt\Yg]j Y`HYUa

About the activity

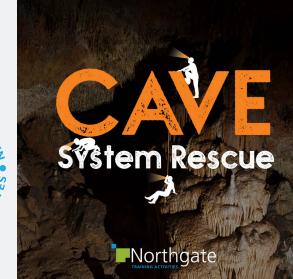
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C bY H/La ']g'k Y``cj YfXi Y/H.Y'cH.Yf ']g'HfUddYX VmUfcV_ZJ``LbX'cbY'a Ya VYf'cZ h.UhH/La '.Ug'[chH.fci [.\'hc '[]] Y'H.Y'UUfa "'G\Y'YI d'U]bg'H.UhcbY'cZH.cgY' HfUddYX'.Ug'UVfc_Yb'Lb_Y'' DUfh]V]dUbhg'UFY'bchd'Uh]b['fc'Yg'] 'H.YmUfY' h.Ya gY'j Ygžgc ']h]gi b`]_Y'mH.Ymk]``\U Y'UbmgdYV]U'g_]``g'H.YmWb Vf]b['hc'H.Y' HU'Y''' & 'H.]gig]h Uh]cbžk \Uh]g'H.Y'WghUddfcUW 'hc'H_Y3K ']h.'`]a]HYX'Yei]da Ybh UbX'`]'HY'YI dYfh]gYž]hUgc'gYYa g'k fcb['hc'A ghik U]hZcf'H.]b[g'hc'[YhWHH/f'UbX' \Y'd'hc'Uff]j Y''Hc[Yh.Yf, H.Y'dUfh]V]dUbhg'a i gh[Yhhc'[f]dg'k]h.'H.Y'g]h Uh]cbž XYV]KY'cb'df]cf]h]Yg'UbX']a d'Ya YbhUZ'Ug]VY'5VM]cb'D'Lb''A Review Form helps teams assess their performance.

5 [fYLhiHYghcZhYLak cf_Lgik Y``LgiLbicddcfhi b]]mihcigYY]ZLbnobYifYj YUgi \]XXYb``YUXYfg\]dig_]``gi'K_]```gca YcbY'HJ_Y'WLuf[Y'LbX'di g\`H\]b[giH\fci [\``]`LbX' Vf]b['H\Y'HYLa`'k_]H\`H\Ya 3

Five-year repeat use licence

This Northgate training activity comes with a five-year licence for repeat use with up to 24 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact Northgate for a quote.



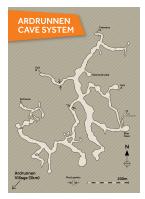
Pack contents

- Trainer's Notes (Hard copy & PDF file)
- Trainer's PowerPoint (PPSX file)
- Sets of (1-6) Team Briefg (Hard copy & PDF file)
- Cave System A Ld (Hard copy & PDF file)
- Team Review Form (PDF file)
- Post-It Notes

This activity is supplied as a hard copy pack and the digital files are supplied via the Northgate Trainerhub (or you can purchase the digital files only and source the Post-It Notes yourself).

Ideally suited to

5bma LbU[Ya YbhWdi fgYk \YfY'nci k Ubhhc``cc_'UhhYUa k cf_'cf' `YUXYfg\]d'Ug'k Y``Ug'h]a Yg'k \Yb'nci k Ubhhc`di hU[fci d'i bXYf dfYggi fY' LbX'gYY`\ck 'h\YmfYUMf'=XYU'Zcf' YI Ua]b]b[`UVf/]g]g'a UbU[Ya Ybh q]hi Uhcb"



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Cave System Rescue

Customer reviews

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Cave System Rescue was a really good teambuilding activity for my leadership team. Some of of the learning outcomes included defining the goal, the need to think before acting, listening and planning skills - and it was *fun*! I would recommend this training activity. Nathalie Schneider, EMEA Retail Director, Dr Martens

It went down very well with senior leaders and got *really positive* feedback. The group had so much fun one group had people in tears of laughter! The teams fed back that they had to think outside of the box and creatively - and it was *excellent* for debriefing on a number of areas we were working on including leadership v management, focus, cross-team communication, quick decision-making and prioritisation. In summary it was a very successful activity which the delegates really enjoyed.

Susy Roberts, Director, Hunter Roberts Consulting Ltd

Trainer's role (full guidance supplied in Trainer's Notes)

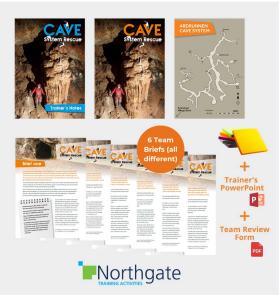
- Divide your group into teams, with 4-6 in each team.
- Introduce the activity briefly as a team activity and give a time frame. Do not go into details about what is on the Briefs but indicate that the Briefs are different and can only be shared verbally.
- Put teams at separate tables or in breakout rooms if using virtually.
- Announce the time and tell teams they have 40 minutes for the task. You may want to expand timing later if teams get very involved and you have time.
- Visit teams to observe what is going on and what progress they are making. Are they in harmony? Are they sharing data well? Is a leader emerging or has one been elected?
- Stop the activity at the allotted time or when you judge it right.
- Start the debrief in a plenary session. Ask teams in turn to briefly report on how they approached the task and what their final decisions were on how to proceed. If time, allow each team to give a brief presentation running through their planning. Allow teams to quiz each other on their approaches.
- Issue Team Review Forms to help teams assess their performance. Ask what key learning points for themselves and their teamwork they can take back to the workplace. A whiteboard, or flipchart, might be useful to summarise these points. If appropriate, teams might draw up an Action Plan.

Northgate says...

Although we have made this scenario into a learning activity, it is based on very real situations. It's all too easy up mountains or in caves to get caught out by the weather and Mountain Rescue and Cave Rescue teams - as well as the three emergency services - do a great job when these events do happen.



FACTSHEET



Ordering is easy!

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Delivery

Digital files are accessed via our online Trainerhub and the hard copy pack is sent via courier: £15 UK (next working day) £29 Europe (1-3 working days) £39 International (1-5 working days)

Our guarantee

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If you are not 100% happy we offer a 30-day no-quibble returns service on unused goods.

