# **CRISIS MANAGEMENT**

FOR FACE-TO-FACE & VIRTUAL TRAINING



# **Cave Rescue System**

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 six teams of 4 per team)
- For staff at any level
- No computer program
- € 350 ex VAT





# Learning objectives

- XYZ|b]b[ 'th\Y'dfcV'Ya
- [ccX'Wtaaib]Whcb'g\_]`q
- h\Y`]a dcfhLbW'cZ`]ghYb]b[
- k cf\_lb[ Ug U Wt\Yg]i Y hYUa
- df]cf]h]dLh]cb
- WYUfcVYVMjYg
- gk ]ZhXYV]kg]cb a U\_]b[
- h\Y'bYYX'Zcf'U'YUXYf'k]h\'j]q]cb

# **About the activity**

9UW. HYLA `\UgʻZci f`dUfhjVJdUbhgʻfUbX`nci `Wb`\U Y'i d'hc`gjj `HYLA gdYf``]WbWYL"=Znci `\Uj Y'cXX'bi a Wyfgënci `Wb'i gY'C VgYfj Yfgk \c `Wb`ZYYX`VUW\_Uhh\Y`WcgY'cZh\Y`UMjj ]hm''9UW. a Ya VYf`cZh\Y`HYLa `\UgʻU6f]YZk\]W. ]gi b]ei Y'hc h\Ya "H\Ym Wb Wta a i b]WhY'k\Uh]g]b h\Y`Vf]YZj YfVU`mVi h\Wbbchg\ck 'H\Y]f`6f]YZhc h\Y]f`ch\Yf hYLa 'a Ya VYfg"H\Y`6f]YZgYl d'Ujb h\UhdUfhjVJdUbhg'UfY']b UfYa chY'j ]`U[Y'h\Lh\UgʻWYYb WhcZZfca 'h\Y'ci hg]XY'k cf`X`VmU`LbXg]XY"HcffYbh]U`fUjb`\Ugʻa UXY'h\Y`bYUfVmWJ Y`gnghYa 'fILla ci g'k cf`Xk ]XYL`]b XUb[Yf`cZZccX]b[ 'UbX'h\YfY' UfY'gYj YfU`dUfh]Ygi bXYf[fci bX'Uhh\]ga ca Ybh''`

C by hrua ']gik Y``cj YfXi Y/h\Y'ch\Yf']ghfuddYX'VmUfcV<u>V</u>ZJ``UbX'cbY'a Ya Wf'cZ h\Uhhrua '\Ug'[chh\fci [\ 'hc'[]j Y'h\Y'UUfa "'G\Y'Yl d'U]bgh\UhcbY'cZh\cgY' hfuddYX'\Ug'UVfc\_Yb'Ub\_Y''

DUfhjMdlubrg UfY bchd' Unjb['fc'Yg] 'h\YmUfY h\Ya gYj Ygžgc']h]gi b']\_Y'mh\Ymk]'``\\ \U Y' UbmgdYVJU'g\_]`gh\YmWb'Vf]b['hc'h\Y'H\Y'"+b'h\]gg|h Unjcbžk \Un]gh\Y'VYgh UddfcUW'hc'h\_Y3K]h\'`]a]hYX'Yei]da YbhUbX'`]hhYYl dYfhjgYž]hUgc'gYYa g'k fcb['hc'h ghk UjhZcf'h\]b[ghc'[YhVYhYf'UbX\Yd'hc'Uff]j Y"Hc[Yh\Yf'h\Y'Zci f'dUfhjMdlubhga i gh[Yhhc'[f]dgk]h\'h\Y'g|h UnjcbžXYVJXY'cb'df]cf]h]Yg'UbX']a d'Ya YbhUZYUjVY'5Wf]cb'D'Ub"''

5 [fYUn'hYghcZhYUakcf\_'Ug'kY``Ug'Ub'cddcfhi b]|mihc'gYY']ZUbnabY'fYj YUg'\]XXYb``YUXYfg\]d'g\_]`g''K]``gcaYcbY'H\_Y'W\Uf[Y'UbX'dig\'h\]b[g'h\fci[\`]'UbX'Vf]b['h\Y'hYUa'k]h\'h\Ya3

# 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 us for a quote.

#### **Pack contents**

- Trainer's Notes (PDF file)
- Trainer's PowerPoint (PPSS file)
- Team Briefg (PDF fileg)
- 7 U Y GnghYa 'A Ltd' (PDF file)
- Post-It Notes

This activity is supplied X][]hJ`m'UbX`Wb` W'i gYX`]b`ZJW!hc!ZJW'cf'j ]fhi U` hfU]b[b['gYgg]cbg

# Ideally suited to

5bma UbU[Ya YbhWti fgY'k \YfY'nci 'k Ubhrc''cc\_'UhhYUa k cf\_'cf'
'YUXYfg\]d'Ug'k Y'''Ug'hJa Yg'k \Yb'
nci 'k Ubhrc di hU[fci d'i bXYf'
dfYggi fY'UbX'gYY'\ck 'h\YmfYUWI''
=XYU'mZcf'Yl Ua ]b]b['UWT]gJg'
a UbU[Ya Ybh'g]hi Uh]cb"

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# **Cave Rescue System**

#### **Customer reviews**

Northgate activities speak for themselves, beautifully constructed, extremely easy to run and they allow you to gain outcomes that translate directly into the workplace.

Ryan Potts, Learning & Development Manager, West Midlands Trains

Without exception, every Northgate Activity we have used within the business has been of the *highest quality*, professionally produced and exceptionally impactful. Be it for face-to-face or virtual team development. I would thoroughly recommend.

Gary Shewan, Learning & Development Business Partner, Legal & General



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

- Divide your group into teams, with 4 people in each team. If you have odd numbers, use Observers who can feedback on how teams worked at the end.
- Introduce the activity briefly as a team activity and give a time frame. Do not go into details about what is on the Brief or indicate that the Briefs are different that's for teams to discover for themselves.
- 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 this later if teams get very involved.
- 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 Form if they have completed it. Allow teams to quiz each other on their approaches. Don't forget (if you used Observers) to ask them for their take on how the team communicated and how well they performed as cohesive team.
- Finally, ask teams what key learning points they take from the session about themselves and their teamwork that they can take back to the workplace. A whiteboard, or flipchart, might be useful to summarise these points and, 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.

# **Ordering is easy!**

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# **Delivery**

This product is delivered electronically. No delivery charge is applicable.

# Our guarantee

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











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