LEADERSHIP / CRISIS READINESS

The First 60 Minutes

A crisis readiness guide

Protect people. Establish facts. Make decisions under uncertainty.
For boards and leadership teams.

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Prepare

Plan for losing the usual tools

Name a response lead and deputy. Define escalation and decision rights. Test backup communications that do not share the primary system’s dependencies. Keep essential contacts accessible offline. Know what must continue or stop.

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Activate

Protect people. Establish control.

Activate emergency services and qualified responders when needed. Confirm who leads, who deputises and who owns each urgent action. Limit further harm and coordinate priorities. Adapt the sequence to the incident; safety comes first.

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Establish facts

Three columns. A clearer situation.

Confirmed facts: source and timestamp. Working assumptions: label and test them. Unanswered questions: owner and urgency. An assumption repeated often is still an assumption.

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Decide and communicate

Make uncertainty manageable

Log decisions, decision-makers, rationale and next review. Say what is confirmed, who is affected, what action is underway, what people should do and when the next update will come. Use channels people can access.

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Recover and learn

Recovery needs evidence

Preserve records without obstructing safety. Use independent review where appropriate. Check safety/service recovery criteria, backlogs and unresolved issues. Give each improvement an owner, deadline and test; rehearse it.

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Take it into your next meeting

Could your team do this tonight?

Use the checklist below in a leadership exercise. Follow AKIRA for practical crisis management and strategic advisory insights. Clarity under pressure.

Open the crisis preparedness checklist

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