



## Service Alternatives Training Institute

RIGHT RESPONSE™ Workshops

*When Safety Is Your Responsibility...*

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### Crisis Training Discussion Questions

Please complete in advance of discussion date: \_\_\_\_\_

Decision Makers and Stakeholders to include: \_\_\_\_\_

These questions allow your team to prioritize your needs and goals. Whether or not you choose our training program is not as important as you determining your needs. The best program for your needs will reflect the following issues and priorities:

1. What problems are you trying to solve with crisis management training?
2. How will you know when it is solved? Is there an acceptable performance benchmark?
3. What metrics (system or standard of measurement) do you use now to assess the scope of the problem? If you don't have a system, what do you need to measure?
4. What is the current/total cost of the problem? What are you willing to pay to address the problem? Assess the cost of the problem with the cost of proposed solutions.
5. What personnel are currently dedicated to addressing the problem? Is their time inordinately taken by the problem? Who else needs to be involved more or less?
6. What are the financial gains you will realize by fixing/minimizing the problem? What will be your cost savings? Compare the cost savings with the cost of proposed solutions.
7. What are the indirect costs to the problem, such as: loss of productivity, property, legal, insurance, worker's compensation experience factor, constituent complaints, turnover, hiring difficulty, negative media exposure, loss of prestige, extra administrative costs and hours....
8. What are you doing now to solve your problem? Is it working? To what degree? What else has been tried previously and what has worked? What have all attempts thus far cost?
9. How important/critical is this issue compared to other current business matters? Is there demand/support to address this problem now? From where are the pressures coming? How committed are those asking/demanding for resolution/support?
10. Who should have been involved in this discussion but was not? How will they be involved?