

Crisis Management get connected!

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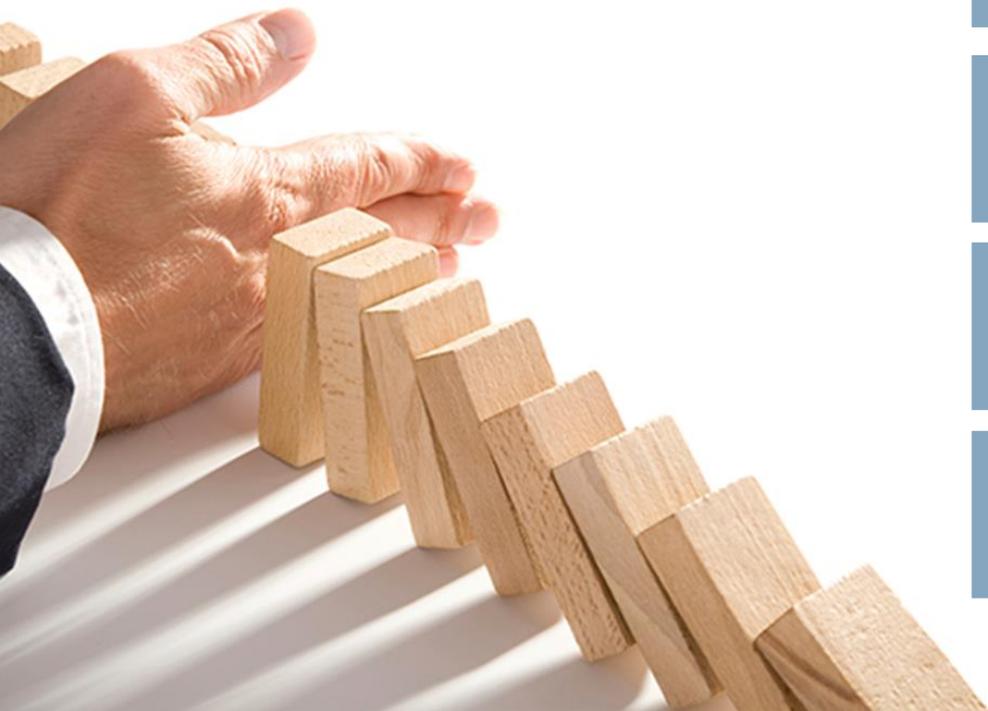
Markus Epner
Head of F24 Academy

Öffentlich



Crisis Management get connected!

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1

From Dried up Whiteboardmarkers to virtual Crisis Management Meetings, Apps and Dashboards

2

The new Management Attention – a game changer

3

The triangle of Crisis Management, Risk Management and Business Continuity

4

What's the Benchmark?

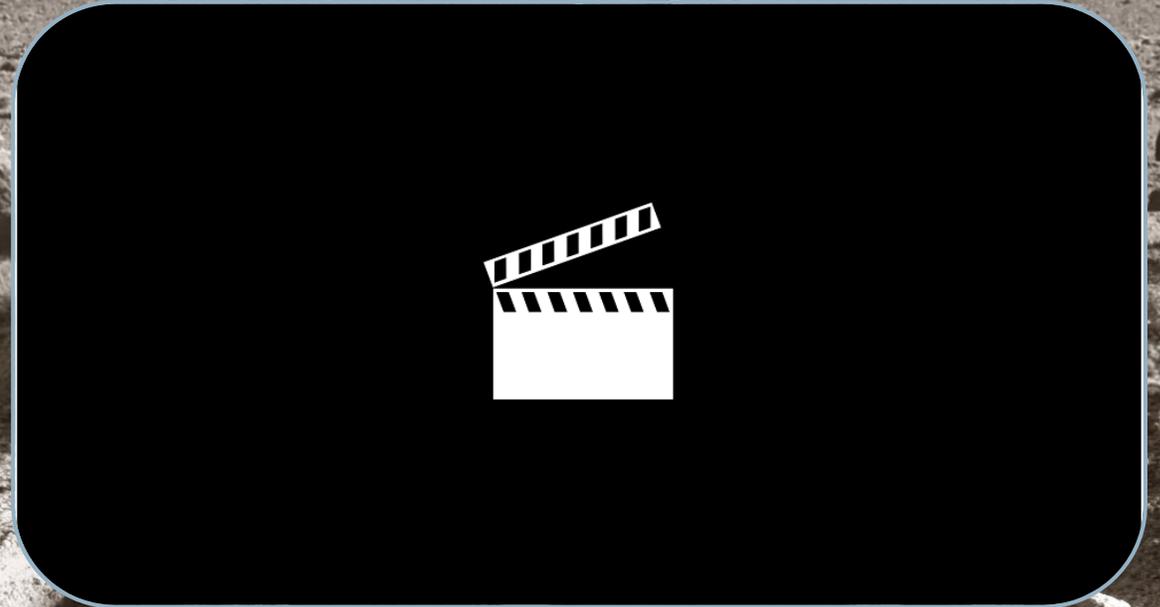
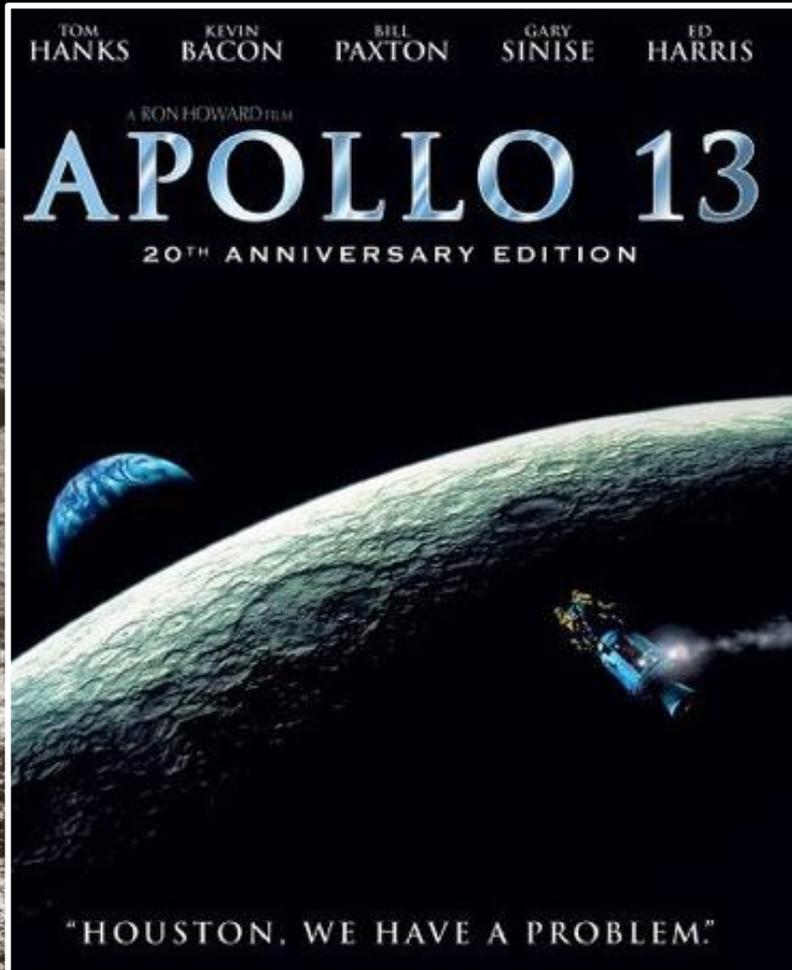
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**From Dried up
Whiteboardmarkers to
virtual Crisis
Management Meetings,
Apps and Dashboards**

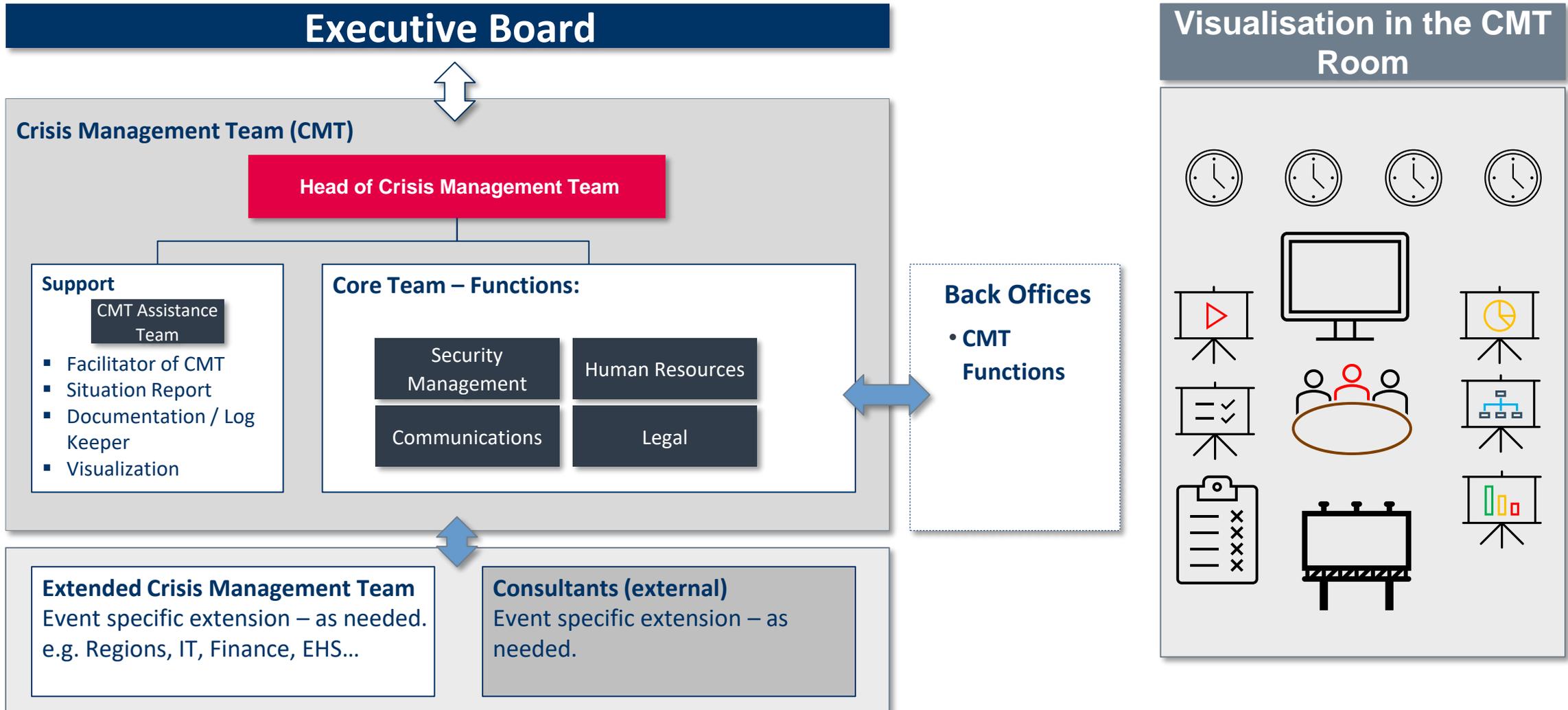




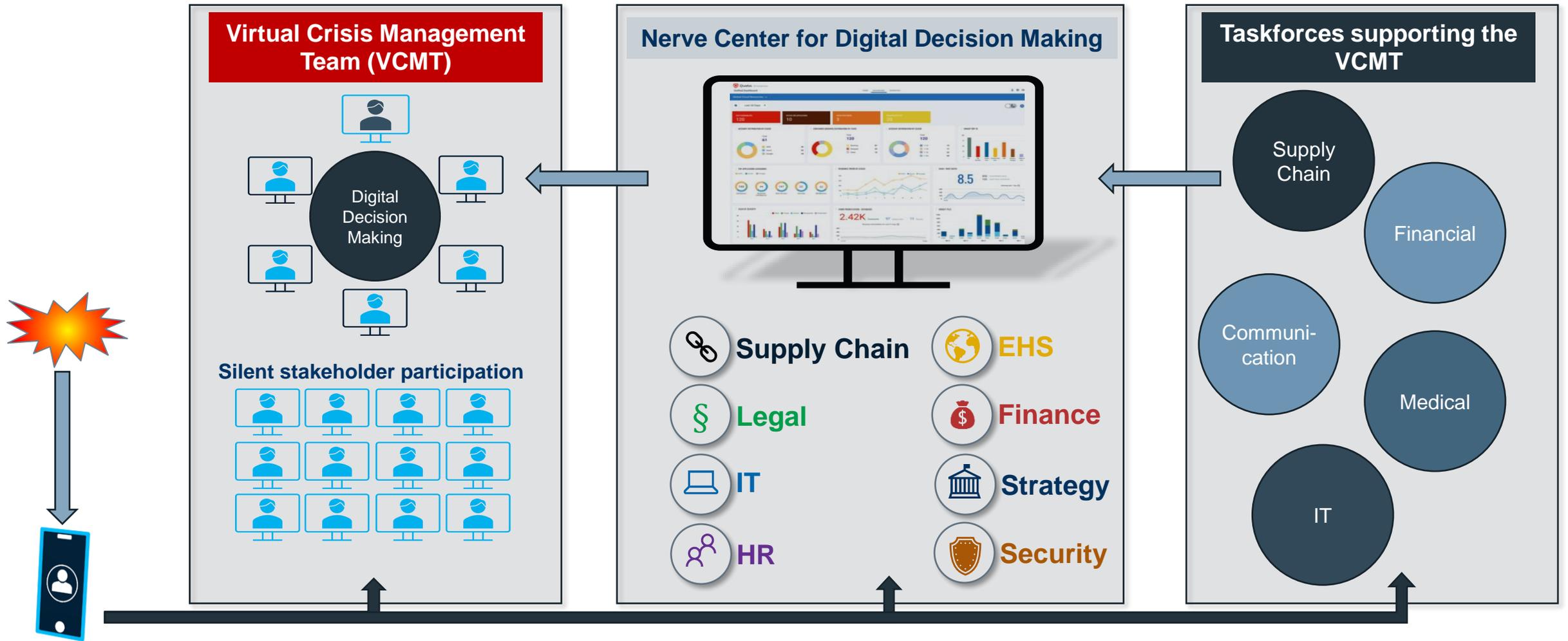
NASA - The Former Gold Standard



Crisis Management Teams – co-located Setup



The NEW Virtual Crisis Management Team



The Challenges with Virtual Crisis Teams



Individual Challenges

- Technical competence
- Conflict management
- Explicit management and leadership



Psychological Challenges

- Group thinking effects
- social and emotional factors
 - Trust and Motivation
 - Informal communication
 - Reduced collaboration



Information Challenges

- Different stages of Information
- Lack of visualization



Technical Challenges

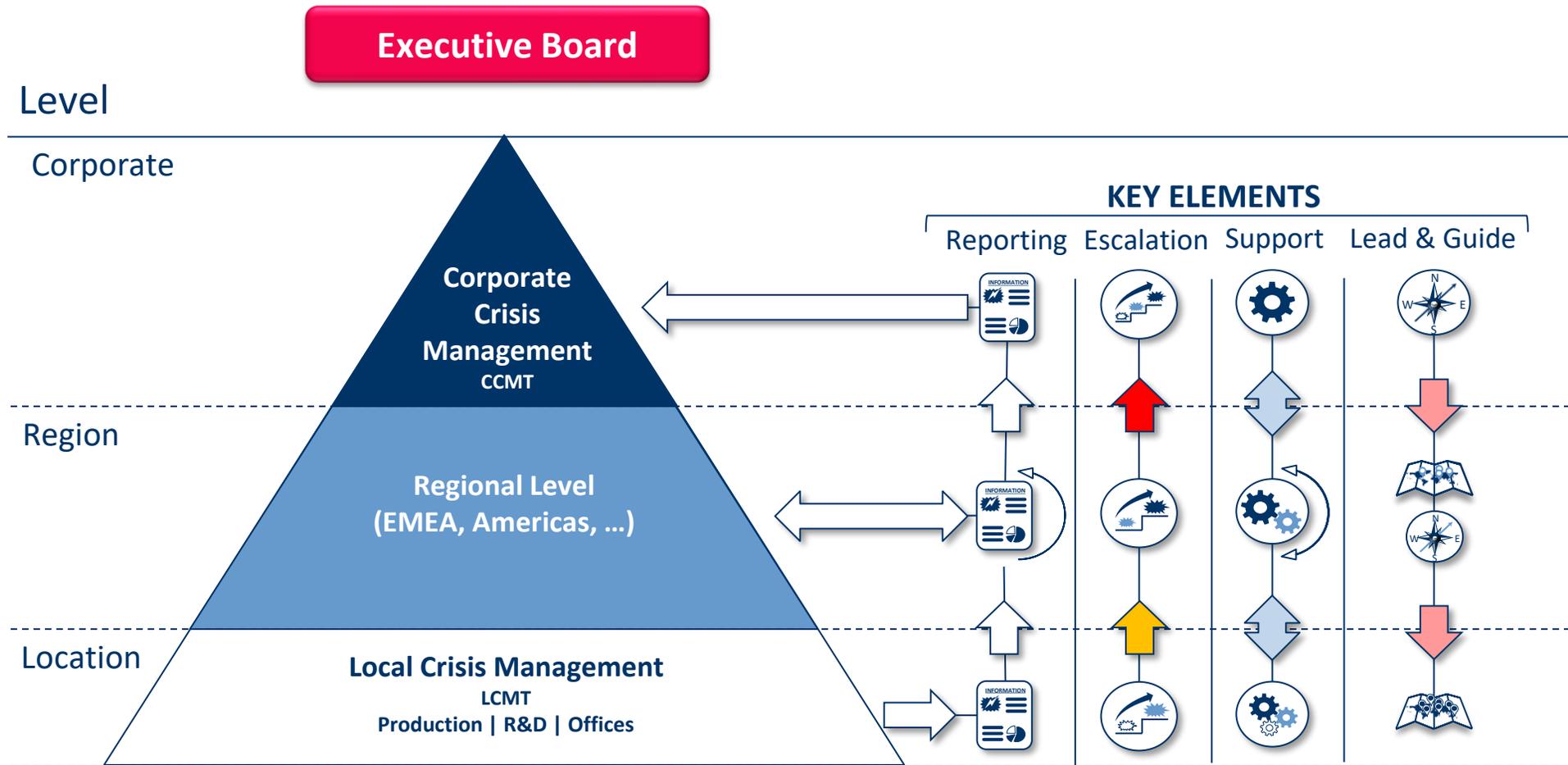
- Small screens
- Bad Internet connection
- Confidentiality

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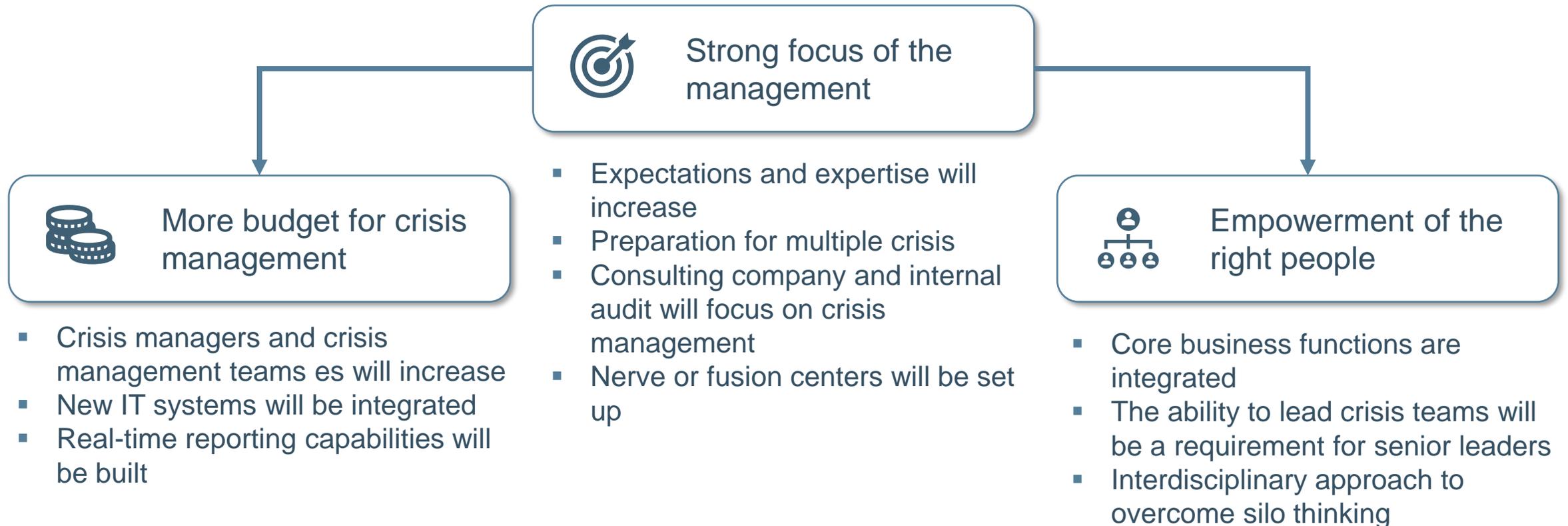
**The new Management
Attention – a game
changer**



Crisis Management Organization – Structure of CMT's



Crisis Management in the Era of “No Normal”



Thank you very much!

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