

TIPS FOR CONTAINMENT – PREVENTING AN OCCURRING CRISIS FROM BECOMING WORSE

- Use quick and decisive action – even in the face of limited information.**
- Put people first – always! The costs of a crisis are never in the budget – do what it takes to keep people safe.**
- Leaders should be on the scene – their presence sends a message that they're there to lead and the situation and people are important.**
- Communicate liberally with all stakeholders. People want to know what happened, how, what will happen next, and how they should respond as well as what the university is going to do. Information voids are always filled by rumor and speculation. Be candid, don't speculate, and set up hot-lines as needed for all stakeholders.**
- Speak with one voice when communicating with all stakeholders – varied messages only add to the problem, no matter how well intentioned.**
- If you don't have a plan that you have exercised with contingencies considered, use a project management approach. Projects and crises share many characteristics.**
 - **Define the situation**
 - **Make a plan – use CSU's values and goals as a guide**
 - **Oversee execution of that plan and adjust as needed**
 - **Let people know when it's over**
 - **Learn from the event!!**
- Reduce stress for all staff when possible**
 - **Get enough sleep**
 - **Take breaks 'away from the action' whenever possible**
 - **Don't focus on what's wrong – focus on what will make things right**
 - **Spend time with people who aren't involved for other perspectives**