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# **SUSTAINABLE WATER AND SANITATION IN AFRICA (SUWASA)**

## **Crisis Management**

**Ebonyi State Water Corporation-Customer Enumeration Survey**

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## DEFINITION

**Crisis management** - taking decisions to help an organization address and resolve a sudden, unexpected negative event that may harm the realization of its objectives.





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## Topics

- 1. Identify Your Threats-High, Medium, Low**
- 2. Rules of Crisis Management**
- 3. Practical**



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## Threats

1. Operational problems
2. Equipment damaged/stolen, snatched
3. Lost data
4. Lost your way/Stranded
5. Hostile reception
6. Too friendly/familiar reception- gifts, drinks, kola
7. Health issues- sudden sickness



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## Threats

8. Danger zones
9. Family problems
10. New opportunities
11. Your partner disappeared
12. Rain beaten or Sun scorched
13. Assistance from friends
14. Hunger/Thirst



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# Threats

15. Curious observers/Crowd control
16. Personal problems- Accommodation challenges
17. Snake/Dog bites
18. Arguments, Debates, and Discussions
19. Arrest- restricted areas
20. Encroachment on Religious grounds
21. Difficult topography



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# Threats

20. Kidnapping

21. Language barrier

22. Poor awareness/ignorance

23. Call of Nature





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# Rules of Crisis Management

1. Be calm
2. Accept the reality
3. Accept responsibility.
4. Be honest to your publics and supervisors.
5. Be factual
5. Make contacts quickly
6. Communicate diplomatically, positively and consistently
7. Develop a crisis response plan-Work out a solution
8. Implement your Plan/solutions



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