

<b>TSC Category</b>	General Management					
<b>TSC</b>	Crisis Management					
<b>TSC Description</b>	Apply strategies designed to enable an organisation to deal with disruptive events by planning for responses to potential crises, establishing monitoring systems and training systems, communicating both internally and externally, and leading recovery processes					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
				<b>TAE-BIN-4066-1.1</b>	<b>TAE-BIN-5066-1.1</b>	
				Manage crisis assessment situations, determine recovery activities and conduct post-crisis analysis including delivery of training programmes to relevant stakeholders	Develop crisis management plans and recovery strategies for the organisation	
<b>Knowledge</b>				<ul style="list-style-type: none"> <li>• Best practices in crisis management</li> <li>• Critical work functions in business units</li> <li>• Types of organisation crisis management plans</li> <li>• Organisation crisis communication plans</li> <li>• Operational roles and responsibilities of a manager handling a crisis</li> <li>• Crisis response and recovery activities</li> <li>• Documentation components for crisis response and recovery activities</li> <li>• Resources required for crisis situations</li> </ul>	<ul style="list-style-type: none"> <li>• Organisational business continuity strategies</li> <li>• Industry best practices in crisis management</li> <li>• Industry best practices in crisis communication</li> <li>• Damage assessment of disruptive events</li> <li>• Types of stakeholder management</li> <li>• Business impact and implications of disruptive events on organisation</li> </ul>	

<p><b>Abilities</b></p>				<ul style="list-style-type: none"> <li>• Define, identify and classify sources of disruptive events for input into crisis management plans</li> <li>• Identify critical business functions and develop risk profiles for business units</li> <li>• Allocate resources and implement 'return-to-normal' procedures in accordance with crisis management plans</li> <li>• Form crisis communications teams to manage communication processes during disruptive events based on requirements of communications plans</li> <li>• Communicate organisational crisis management key messages to relevant stakeholders</li> <li>• Conduct post-crisis analysis to determine the need for post-event interventions</li> <li>• Deliver training programmes to relevant stakeholders in addressing the performance gaps for crisis readiness</li> </ul>	<ul style="list-style-type: none"> <li>• Identify current trends in disruptions that can impact business processes</li> <li>• Design organisation-wide crisis management plans for recovery from disruptive events</li> <li>• Direct crisis response and recovery activities to be implemented in accordance with business continuity and recovery strategies</li> <li>• Facilitate involvement of cross-functional teams in crisis management</li> <li>• Activate 'return-to-normal' procedures in accordance with crisis management plans</li> <li>• Activate crisis response and recovery activities and stand-down procedures in accordance with business continuity strategies and crisis management plans</li> <li>• Facilitate communication processes to internal and external stakeholders during disruptive events</li> <li>• Refine organisational crisis management plans to ensure relevance to the current threat environment</li> </ul>	
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