

# CRISIS MANAGEMENT

## CREATING A SAFE AND SUPPORTIVE ENVIRONMENT FOR THE HUMAN AND THE WORK

In your wise crowd, choose one person from the scenario below to help. Brainstorm ways to approach dialogue with this person, role play, and build on each other's ideas to help these individuals move toward crisis resolution.

### Scenario

Jane's mother unexpectedly passed away and was the primary childcare provider for Jane's child. Jane is an Access Services manager that is responsible for opening the Library and providing oversight for morning operations.

Let's see if our *wise crowd* can help Jane, her supervisor Bill, and her colleague Sam support Jane's crisis while maintaining the operation.

### Jane

Jane is a single mother who relies on her own mother for childcare. When her mother passes away, Jane is at a loss for how to cope with her personal loss while also maintaining her professional responsibilities. Leverage your wise crowd and what you've learned about crisis management today to help Jane move toward a plan of action.

### Bill

Bill is the newly-hired Associate Director for Access Services and Jane's direct supervisor. While he is inexperienced in his role, he understands that Jane's crisis is an opportunity for him to grow as a leader. He also feels pressure to maintain library operations with limited staff and resources. Leverage your wise crowd and what you've learned about crisis management today to help Bill move toward a plan of action.

### Sam

Sam is Jane's long-time colleague and is responsible for the afternoon Access Services operation. While Sam and Jane are not close, they have an amicable working relationship. Sam has recently taken on additional interlibrary loan duties when a part-time position was eliminated. Leverage your wise crowd and what you've learned about crisis management today to help Sam move toward a plan of action.