

ABOUT THE PROGRAM



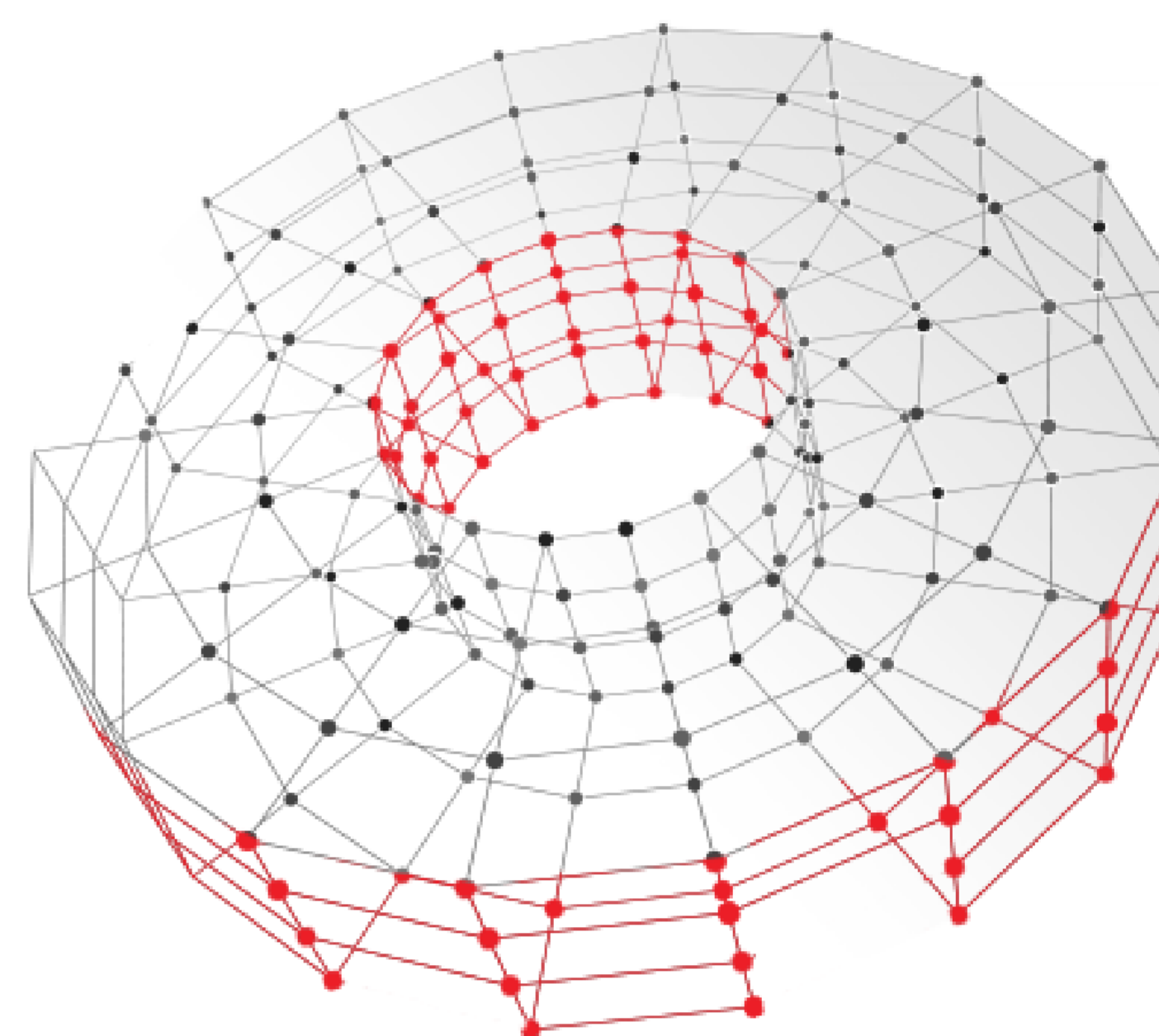
An Overview

GMA, ACCG, LGRMS, and other associations worked with CrisisRisk to develop the CrisisCoordinator Certification Program™. The CrisisCoordinator e-learning training and certification have been designed to familiarize a crisis coordinator in each local government entity with the information needed to alert and support leadership before, during and after a crisis.

The Hole in the System

In today's world, municipalities, counties, government entities, schools and businesses experience critical incidents that can escalate quickly into crises before leadership is aware and can intervene. This late notice is a common failure in the prevention or mitigation of crisis consequences and impacts.

This training has been designed to empower CrisisCoordinators to recognize emerging crisis warning signs and circumstances, to identify the likelihood a circumstance could escalate to a crisis and alert leadership.



Preparing for the Unplanned

Everyone has a day job. It's business as usual in that day job. People are focused on performing their job duties and responsibilities as required. A crisis is the furthest thing from business as usual. It is business unusual. No one in most organizations is looking for events that may become crises.

They are not thinking about circumstances that could change the status quo from business as usual to business unusual. A CrisisCoordinator is the link between the two — business as usual and business unusual.

The Role of a CrisisCoordinator

RECOGNIZE something which requires further information to rule out emerging issues

IDENTIFY enough information to analyze the potential for the situation to escalate

ALERT leadership of the analysis so they can take the steps needed to prevent, respond, mitigate, or address the resulting consequences; may also support leadership in the process which follows

What You Get From the Curriculum

The CrisisCoordinator curriculum's dozen eLearning courses are based on years of crisis management experience and utilize learning objectives, animations, subject matter content, interactive decision questions, and quizzes. New courses will be added as new circumstances arise.

As part of the CrisisCoordinator Certification Program, CrisisRisk provides ongoing support through a CrisisCoordinators only Web portal as an important real time resource. The portal contains a calendar of upcoming CrisisCoordinator events, resource tools, forms, glossary, LiveBreaking NewsFeed, webinar recordings, new training courses, case studies, guest speakers, ASK an EXPERT, and an interactive forum to share information with other Coordinators. Crisis Coordinators can participate in live quarterly webinars and an annual virtual simulation exercise.

This training is an important benefit of participation in your association, and is offered at no charge to employees of program members and empowers CrisisCoordinators with the skills to recognize, identify, and alert you and leadership before circumstances escalate into a crisis.