



Your Wellness Is Our Business



The Must-learn of **Crisis** Management for Corporate

A "crisis incident" refers to an atypical or unexpected major event, causing acute stress that is out of the ordinary, which disrupts the daily functioning of those affected and may even lead to post-traumatic stress disorder (PTSD). When a corporate faces a crisis, management may need to handle internal and external communications, stabilise the team, and manage post-crisis arrangements, etc. Affected employees may experience physical and mental impacts from the sudden event and have to adapt to new work arrangements. Without proper management, these situations can have repercussions not only for management and frontline staff but also for partners and clients.

As a leading provider of Employee Assistance Programmes (EAP), we assist businesses in managing nearly 100 crisis incidents each year. These crises or unexpected events include industrial accidents, sudden deaths of employees or their family members, emotional outbursts among employees, conflicts between staff, suicides of employees or their family members, and corporate restructuring or redundancies...etc. Our team offers professional and comprehensive support to corporates and employees affected by such crises, aiming to minimise the negative impacts.

According to positive organisational psychology, companies should adopt the following proactive measures to ensure positive and sustainable development especially when faced with various unexpected crises:



1.

Before any crisis occurs, develop a comprehensive crisis management and communication protocol, and provide employees with regular trainings and conduct routine drills.



2.

During a crisis, management should focus on maintaining a positive, optimistic, and supportive mindset among employees along with a well-planned approach to set crisis management goals and expected outcomes, making adjustments as needed.



3.

After transitioning past or resolving the crisis, offer employees opportunities to review and share their experiences, to reflect on the lessons learned from the event.





Love and Beginnings

Techniques for Self-Care in Times of Crisis

In times of turbulence, crises which normally seem so far fetched may be closer to us than we thought. From unforeseen natural disasters to changes in personal relationships, a crisis can take virtually in any form. While we naturally hope to avoid crises, they are sometimes unavoidable. Here, we share a simple technique to help you manage your emotions when your daily sense of normalcy seems disrupted, to stay focused on the present, and turn adversity into opportunity.

The Grounding/Anchoring Technique (5-4-3-2-1 Relaxation Method)



Sight

Observe and name **5** objects.

Touch



Feel and touch **4** things.



Hearing

Listen to **3** different sounds.



Smell

Identify **2** distinct scents.

Taste



Imagine or savour **1** taste.



Liven Up Your Soul

In a magical forest, there lived a unicorn named Dada. One day, a fierce storm swept through, flooding the entire woodland. Dada ran in all directions, desperately trying to find a safe place. As the water levels rose, Dada felt an overwhelming sense of fear and despair while it experienced palpitation and difficulty breathing.

However, just as it seemed there was no hope left, Dada suddenly remembered its unique ability: by focusing attention on its horn, it could materialise its magical wings. Dada immediately calmed its mind, trying to regain composure, and concentrated entirely on its horn. A warm energy soon enveloped Dada, and the fear began to fade. Hope and courage for survival were reignited within Dada. Carefully, Dada spread its wings and searched for higher ground, eventually escaping the flood safely.

This experience taught Dada an important lesson: taking care of one's inner self is essential to gather the strength needed to face any crisis. In reality, we all have a bit of Dada within us, as in we all possess powerful inner resources. In crisis management, we must learn to harness our unique strengths, relax appropriately, and adjust our mindset. By doing so, we can surely tackle the challenges that lie ahead more effectively.





LEAP File

EAP Consultation and Counselling Hotline

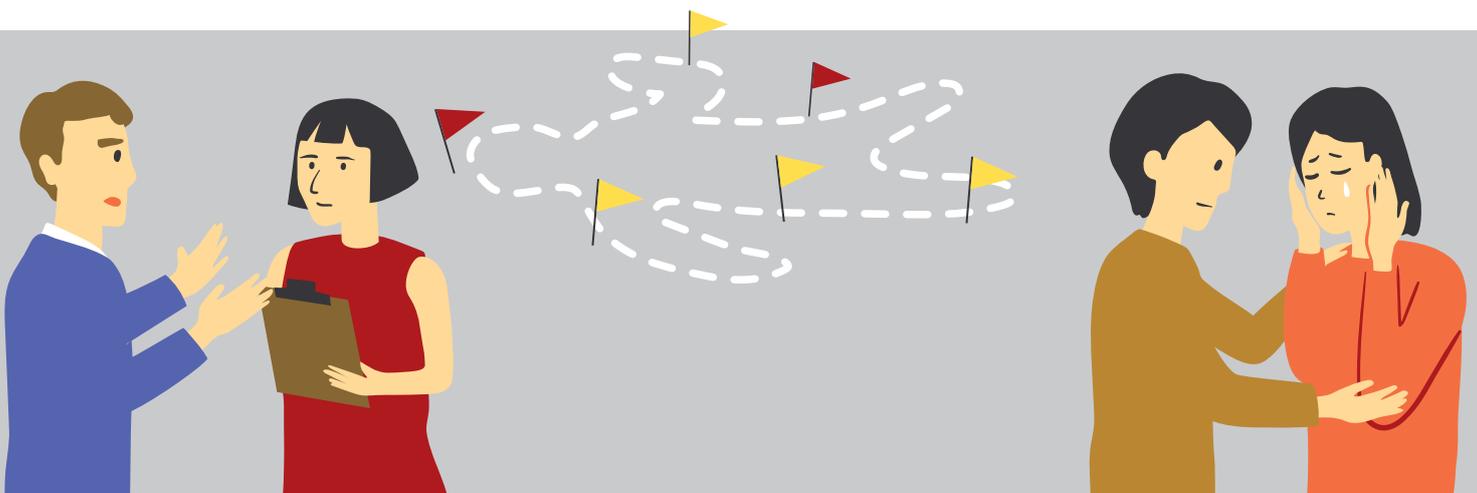
"Hello, EAP Consultation and Counselling Hotline. How may I assist you?" On the other end of the call, a female voice started talking rapidly.

A colleague named Peter from Company A had unfortunately passed away in an accident the previous night. Another colleague, John, had witnessed the incident. Miss Chan from the Human Resources Department, upon hearing the news, realised that both Peter's family and John were deeply affected. She called the EAP Consultation and Counselling Hotline for help, seeking advice on how to provide appropriate support to those impacted.

After the call ended, the hotline counsellor immediately reported this urgent need to our Crisis Management Team for assessment and follow-up support. The consultant quickly compiled relevant information and contacted Miss Chan to discuss suitable service arrangements for her company. During this conversation, the consultant made further inquiry about the company's relevant policies, standard procedures, and the number of affected colleagues. They also shared important considerations regarding the timing and manner of communicating the news. Additionally, the consultant suggested that Miss Chan shall categorise those needing support based on the severity of the impact correspondingly. For instance, the family members and the two colleagues who witnessed the event would likely need individual counselling to help them manage their intense emotions during this time. Peter's direct supervisor, subordinates, and other colleagues who had work-related interactions with him could be offered group or individual counselling services based on their relationship and level of involvement. Miss Chan was also encouraged to promote the use of the EAP hotline, ensuring that colleagues in need could access immediate and confidential emotional support services.

On the very same day, Miss Chan and the Crisis Management Team finalised the arrangements within the critical 48-hour window following the incident to respond and manage the situation. The next day, consultants went on-site at the company and available to support Peter's family.

The grief of losing a relative or colleague certainly takes time to heal, but Peter's family and colleagues expressed their gratitude and appreciation for the company's prompt and professional support. Whereas accidents are often unavoidable, the key to crisis management lies in how to minimise their impact on the company and those involved. A well-prepared plan, a clear procedure, and a reliable Employee Assistance Programme partner can indeed turn a crisis into an opportunity.





News Feed

The must-learn of crisis management for corporate cannot be overstated. Effective crisis management enables a company to respond swiftly and efficiently during unexpected events, minimising damage and preserving the company's image and reputation. Corporates need to develop detailed crisis management plans in advance, clearly define roles and responsibilities, and also not to forget about regular drill rehearsals and updating these plans to ensure their feasibility and practicality. Only with thorough preparation and preventive measures can a company manage the situation quickly and effectively during a crisis, thereby reducing negative impacts.

To enhance corporate crisis response capabilities, FDC regularly offers certified courses in crisis management. The course content includes crisis prevention, identification, assessment, and response strategies, delivered by experienced instructors, with practical exercises included. Through systematic theoretical learning, participants will acquire a comprehensive understanding of the crisis management process and skills. Below are some of the crisis management training courses available:

Psychological
Crisis Management

Critical Incident Stress Management
(CISM) Certification Course

Leading Team to Thrive
during Change

Managing Challenging
Behaviours at Work



<https://www.fourdimensions.org/wp-content/uploads/2024/08/CISM-Course-Outline.pdf>

For more information on the training courses, please visit this link or scan the QR code.

If you are interested in the above programmes, please feel free to contact our marketing team via marketing@fourdimensions.org for more information.



Company Information

Four Dimensions Consulting Limited (FDC) is a private limited company set up by Hong Kong Christian Service (HKCS) in 2005. Employee Development Service (EDS) of HKCS is the first EAP provider in Hong Kong since 1991. We offer total solutions to assist employees with work/life issues, develop strengths/potentials, increase work engagement and positivity at work, which ultimately enhance organizational excellence and sustainability.

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