

Crisis Management

Consulting services

Stephane Hesschentier - July 2025

Goals

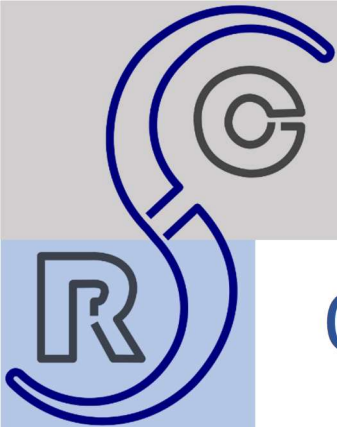
All organizations can expect to experience several crisis situations during their lifetime. If poorly managed, this exceptional event can spell the end of the company. In this day and age, there is no privileged location or area of activity that is immune: everyone can experience an incident that quickly escalates and causes irreversible damage. Globalization, the international expansion of organizations, the integration of new technologies, and the growing dependence on information systems only increase the likelihood of experiencing one or even several crises.

It is therefore clear that we must react. Improvising in the face of such situations increases our chances of losing everything. Preparation, reflection, and the definition of appropriate response strategies are not options but obligations.

Resilient Shield Consulting has compiled the results of exceptional crisis management experience to design a simple, effective, and comprehensive method to assist you in your crisis management approach. It is presented in a modular format to be adapted to your level of maturity in this area. We have also incorporated pragmatic strategies and techniques that are customized to your organization and its complexity.

All crises follow a relatively recurring pattern: precursor incidents, an initiating event, a runaway event, and a loss of control. However, the similarities are not systematic. A cyber attack, a natural disaster, an industrial accident, or a business crisis require different strategies and resources. Our method includes modules tailored to each scenario. An appropriate combination of the strategies we propose can overcome even the most difficult situations.





Our method

Our method for building a crisis management system is based on seven fundamental phases.

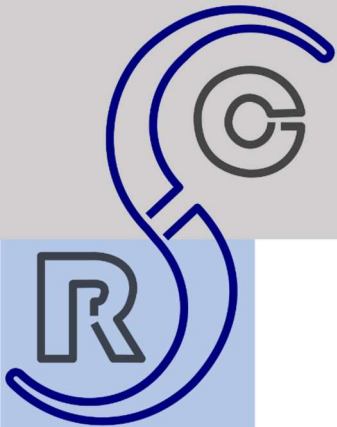
1. Phase 1: System Initiation
2. Phase 2: Needs Analysis
3. Phase 3: Strategy Design
4. Phase 4: Crisis Management System Construction
 - a. Step 1: Crisis Organization Design
 - b. Step 2: Crisis Unit and Associated Units Construction
 - c. Step 4: Crisis Management Plan and Procedures Design
 - d. Step 5: Crisis Communication Plan and Procedures Design
 - e. Step 6: Crisis Logistics Construction
5. Phase 5: Crisis Exercise Design and Planning
6. Phase 6: Maintenance and Awareness

To successfully carry out a project of this magnitude, it is necessary to know two important things: what the current situation is and what the situation will be that corresponds to our objectives. This is the purpose of the initiation phase. We never start from scratch. People have experience with crises, communication tools exist, or summary crisis management procedures exist in the organization's documentation. We therefore begin by taking an inventory, training ourselves in useful techniques for designing the crisis system, gathering key skills, and learning about the tools to be acquired. We organize these elements into an effective project plan to which we associate a realistic budget.

Once we are ready, we can move on to the next phase. This is fundamental to understanding what the future crisis system will need to address. To do this, we review and analyze potential crisis scenarios and their consequences for the organization and its reputation. We must establish value scales that teach us what a crisis is and what its characteristics are. Having defined the potential scenarios, what is acceptable and what is not, we have in our hands the specifications for the crisis system and the inventory of needs to be met by the crisis system.

Before building any crisis management system, we must consider how we will manage different scenarios. To do this, we will define areas of focus, such as governance, infrastructure, business, and human resources. Everything that is important to the organization must be covered by one or more crisis management strategies in order to best manage the situation in the various possible scenarios. We then have the skeleton and structure of our action plan for managing crisis situations: what should we do before, during, and after the event, and what objectives should we achieve in each case.

The crisis response construction phase can finally begin. In the various scenarios to be addressed, we must have competent resources who play specific roles. They interact with each other and with others within a crisis unit that follows precise rules. Communication, management, and logistical resources must be built and made available to the crisis unit to carry out its missions: a



crisis room, software, etc. All of this, along with the crisis management and communication processes, must be documented and managed in appropriate plans and procedures.

Crisis exercises must finally demonstrate the proper functioning of the system, the effectiveness of the resources, and the appropriate training of resources. They must be conducted regularly and rigorously planned.

Finally, let's not forget that situations can evolve, just as cyber crises, AI, or global warming can lead to changes in the system; it will need to be adapted to new scenarios.

Each of these phases can be completed separately thanks to the modularity of our approach. This allows us to take into account the maturity of the organization and its crisis response needs.

Why us?

Our team consists of highly **experienced** professionals who have successfully carried out relevant missions in various industries, including yours, over the past **30 years**.

We prioritize **innovation** and deliver impeccable quality in our services through our working methods. The resulting efficiency of our approach enables you to control costs throughout the entire lifecycle of your Business Continuity Management System.

Our methodology aligns with applicable standards and **best practices**, providing the flexibility to adapt to your specific scope of action.

We offer **competitive pricing** that is tailored to fit your budget.

We maintain our skills through high level certifications: **DRII, BCI and ISO**.





Our deliverables

Documented Crisis Management System Crisis Management Policy	
Crisis Management Needs Report Gap Analysis Project plan and priorities	Crisis Management Strategies Report Crisis Communication organization Report Crisis Management Report
Crisis Management Plan Crisis Communication Plan	Crisis Room, Crisis Softwares, ... Call for Tender Files Project Plans & Design Project reporting & Management
Exercises Plan: Crisis Management and crisis communication	
Maintenance, training and awareness	

Examples of assignments

Please contact us for details.

Contact us

Resilient Shield Consulting

75, boulevard Haussmann

75008 Paris

eMail: infos@resilient-shield.com

Web: <https://www.resilient-shield.com>

Your contact :

Stephane Hesschentier

Director

Mob. : +33 (0)7 86 16 50 17

eMail : stephane.hesschentier@resilient-shield.com