Roles of Church+Mission in Crisis Management

Overlap? Competition? Cooperation?

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Hope to accomplish

• Thanks for listening in and watching!
• I am drawing on my own consulting experience, and Chapter 11 – “Crisis Management, in Churches and Missions Agencies Together: A Relational Model for Partnership Practice (2017, Condeopress.com), from a consult I helped with in Singapore…

• You will have a grasp of some strategies on crisis preparation and management
• Troubleshoot some common scenarios
• Process some key crisis situations
• Stump the shrink
• But first, let’s pause for a commercial break!
Looking for further online learning from Brent Lindquist, Ph.D. and Link Care Center? Head to Crosswired.com for links to micro learning and full courses on the following topics:
- Feelings, Thoughts and Attitudes
- Managing Anxiety
- Managing Loneliness
- Managing Other Feelings
- How Do I Make Friends?
- Planning for Emergencies
- First Year Milestones
- Valuing Differences
- Managing Ambiguity

https://www.crosswired.com

Quiz 1

• How many of you have experienced in the last year-

  • Overlap _____
  • Competition _____
  • Cooperation _____

Review of Quiz 1
Snapshots of Crisis incidents

• Where is everyone?
  – Mission Exec gets to the office Monday morning to find out that a crisis happened on Saturday, and local church flew its missionaries home on Sunday

• Who is in charge here?
  – Susan – a short termer gets in front of news to wave at mom, and talks about crisis revealing secret information to the world.
  – MK is photo bombing this and waving American flag, chanting USA!

• Mission leader getting many calls from anxious and angry family members stateside demanding answers.
• Family member (Supporting church) showing up on the field unannounced making decisions
• In the 6 months after the crisis, pre-crisis relationships within the team have continued to degrade and two families have left the field.

Quiz 2
• 1. We haven’t thought about crisis preparation (ie – no policy)____
• 2. We are thinking but stymied ____
• 3. We are implementing ____
• 4. Nice one, Brent! Now I have one more thing to worry about. Why do I listen to you? ____

Falling through the cracks
• Preparation when there is no crisis
• Who needs preparation?
  – Missionaries
  – Local Church
  – Supporters
• PIO/ICC – no clear cut Public Information policies, nor Incident Command Center
• Clear Policies/MOU
• Follow-up and post mortem

• Preparation before Crisis
  – Education
    • Website
    • Newsletters acknowledging other crises and how you are prepared
  – Lifeboat drills
  – Communication out to the vicarious

• Public Information Officer
  – Refer to them
  – Have prepared statements
  – Don’t answer what you don’t know
• Follow-up
  – Tell them when, and do it.
  – No news is good news
  – Forecast if no news
• Post Mortem –
  – Review and repeat

Suggestions to put feet on this

• Preparing for Crisis
  – Build into your process the reality of crisis and how you handle it
    • Christar – dedication service
  – Season your communications with how you respond to crisis
    • Newsletter, etc.
  – Create content on crisis and share with your arenas
  – Have links to other resources

• Church/Mission relationships
  – Know your churches
  – Make website easy to navigate in crisis
  – Continuously update contact info
  – Know what is going on in the church’s neighborhood
• Follow-up
  – Keep track of who contacts you, and follow up with them
  – Send out note on anniversaries of event
  – Remember the vicarious victims

• Post-mortem
  – What happened?
  – How did we respond, and when?
  – What worked?
  – What needs change/adjustment? When?
  – What about the underlying weak spots
    • Relationships
    • Authority/decision making
  – Back Seat Drivers

• One more thing
  – Please give me questions, either on the chat space or email them to me. I always answer all the questions in my webinars in writing, and will send out that document in the next couple weeks.
• Resources
  – CMAT book – Amazon Kindle, and: https://www.condeopress.com/collections/condeo-authors/ivan-liew
  – Crisis Consulting: www.cricon.org
  – Humanitarian Disaster Institute: https://www.wheaton.edu/academics/academic-centers/humanitarian-disaster-institute/
  – https://crosswired.com - BL3K56CXLU

• Incident management: https://www.ready.gov/business/implementation/incident
• Go Bags: https://www.wikihow.com/Make-a-Go-Bag
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