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**CRISIS SIMULATION ASSESSMENT**

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# A critical understanding of the principles of leadership and leadership challenges in crisis communication

It is not the thinking that makes a person become a good leader, specific skill development is very much needed in becoming a good leader. There are several aspects that are analysed and discussed clearly in books, seminars and even degree programmes that help the students to understand what should be the appropriate principles of leadership. In the discussion of principles the major key factors that can be taken into consideration are the communication and management techniques that help the leaders to work efficiently with their team in their specific field of work (forbes.com, 2021). The fast and foremost principle that can be taken into consideration that the admitting of own mistakes. In order to be a good team leader, a proverb must be remembered “To err is human" become an effective leader in a particular field. Although, in most cases, leaders are not habituated to facts and they do not want to admit their own faults, own mistakes. However, admitting of own mistakes and learning from them is the most appropriate approach and the must-have to adopt the approach to become more perfect in their field. Becoming a good listener is another important principle as communication is a two-way method in which a good listener always will be able to take correct approaches. A good listening ability of a reader provides him or her with the best opportunity for dealing with their team members. The principle that comes next is the innovative quality of a leader (hbr.org, 2022). A leader must have to do or think something about their own periphery to take innovation in the field of interest. A leader must be a good communicator to play an effective role with their subordinates. Creating common values for their team members is also an important principle and that helps a leader to become more Frank with their team members. Promoting a diverse working environment for their team leaders is another notable principle of leadership. Crisis basically refers to the sequence of unwanted events that occurs simply in the workplace and causes the reason of great disturbances. In the context of crisis communication, a special wing of a business field deals with certain situations to create a balance in the organisation (forbes.com, 2022). The leaders are the most responsible in the context of crisis communication and provide a better working environment for their team members. In order to do that they have to face some specific challenges in their working field. In some particular cases, the quantity of too much information can be created a problematic issue. When an emergency situation occurs data from various angles associated with the problem created a complicated situation for the leaders. On the other hand, the lack of proper information or too little information about some particular crisis situation also creates a barrier or challenge for the leaders to take effective decisions for a specific purpose. The proper data that is connected to the situation if not received the leaders will never be able to make decisions which is another challenge for them. Some unpredictable situations are also a barrier for leaders. Proper visibility of the crisis issue is needed for the making of proper decisions by the leaders. These are the basic challenges of crisis communication that a leader can face in order to make a proper decision for any specific purpose in their fields of interest. In the present context, in the field of the toy company Daisy Play the specific key as mentioned above points are very much applicable in the field of leadership.

# A critical reflection on how feel the group as a whole has performed in the simulation

As per the above discussion how crisis communication has taken place in the business field of the global toy company, DaisyPlay. The part of critical reflection in the present context focuses on the feeling of the group that has been assigned to represent the legal team of the global toy company, DaisyPlay as a whole performed in the simulation. The company has been awarded the UNICEF Corporate Responsibility Award due to its excellent performance in the field of Corporate Social Responsibility efforts. It has also received several appreciations due to its better performance in the field of business. The working of a group as a whole is the most appropriate approach for any specific field of business to gain or achieve the peak of success and also to solve any kind of complication that faces the organisation in its path of progress. I as a representative of the legal team of the company have performed in this specific situation. In handling this kind of crisis situation our group with all my subordinates have played a very effective role in order to deal with the crisis communication situation of the global toy company, DaisyPlay. The help of all team members in the form of collecting the proper data that are needed for the solution to the specific problems have been collected and solved the necessary problems. The whole event has been successful only due to the performance of effective teamwork. The decisions that have been taken into consideration for solving the problem were taken by the group as a whole not personally by following my opinion.

# A critical reflection on your own performance during the simulation

The experience that I gained by dealing with the crisis communication situation in the field of the globally reputed toy company DaisyPlay is really very cognitive and that made me feel one thing that working together was the best approach that was taken by me in the specific field to deal with the crisis communication situation in the field of DaisyPlay. The situation of crisis communication that I understood is not so complicated if an effective decision-making process is followed in a strategic way. My associates were very helpful to me in the time of dealing with the situation. I personally experienced this thing in order to deal with some crisis situations only an individual will ever be able to cope up with the situation. Proper teamwork must be required in the specific field to gain the proper outcome. The situations that I handle were really difficult for me. In some particular cases, I did not get adequate data to make a proper decision or though I received much information did not get the authenticity of the data or in some cases, I received the proper authentic data yet did not find any proper vision for making the best decision for the proper circumstances. The discussion with my team members helped me make the proper decision for the appropriate solution to the problem. From this perspective, I can say that proper teamwork is very effective rather than making the decision on your own opinion. The experience that I gained from dealing with the situation will be very helpful for me and also increase my leadership skill for performing better in the future conducting.

# An ability to recommend improvement to crisis leadership, decision making and communication based on your learning

From the above-mentioned discussion, a clear overview has been found that how crisis communication affected leadership and what approach has been followed by me in the context of the business of the global toy company DaisyPlay to overcome the situation associated with crisis communication. In order to improve crisis leadership and also in the field of making the proper decision some major key points can be taken into consideration such as clear communication can be considered the most important key of crisis communication. Clear communication can only happen when the leader is able to understand the questions of the audience or the employees (apa.org, 2023). Understanding the questions and giving them proper data after reviewing the questions is an effective process of communication. The next step that can also able to make crisis leadership improved and also better the decision-making process is readiness. An effective leader always will be ready to deal with any unexpected circumstances to make better decisions for the necessary purpose. The best recommendation for the crisis leader will be to take away lessons from dealing with any particular crisis situation. An effective leader is needed for the specific time of crisis and only then their ability to deal with a crisis situation will be explored. From the above-mentioned discussion crisis communication, and its several challenges in the field of leadership, in the field of the global toy company DaisyPlay and finally, the recommendation for improving crisis leadership for better performance in future crisis situations have been discussed very clearly and in an effective way for taking the further initiatives in the field of leadership to cope up crisis communication. The recommendations that I can think about for the improvement of crisis leadership on the basis of my learning skills from the present experience are that leaders should not be biased in any condition to make valuable decisions that will change the tactics of the company. He or she always has the ability to listen to others so that they do not have to repent after taking any decision. The leaders have to be aware as per the above discussion that they also can make mistakes and they have to down to earth nature from a specific perspective to experience the new skill that will improve their personality for the future purpose. The entire assessment is a very effective topic that deals with crisis communication situations and it also presented each and every aspect of the communication very effectively which gives a group of effective data to deal with this kind of situation in future in an easy way.

# References

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