

5.7 Crisis management and contingency planning (HL)

Checklist

What you should know

By the end of this subtopic, you should be able to:

- define the following terms: (AO1)
 - crisis management
 - contingency plan
- distinguish between crisis management and contingency planning (AO2)
- analyse the factors that affect effective crisis management, including: (AO2)
 - transparency
 - communication
 - speed
 - control
- examine the impact of contingency planning for a given organisation or situation in terms of: (AO3)
 - cost
 - time
 - risk
 - safety