

## 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

