

Overcoming Crisis

Salome Mbugua

Beulah Heights University

Leading in Times of Crisis: LS 617 Assignment

December, 2017

Personal Opinion on the Reasons why the Officials at LIPA Ignored the Advice of Experts

What I get from the LIPA crisis is that the officials are failing to recognize what is at stake. That can assumption can be seen by the fact that they never lifted a figure to change the things were when they were warned about making the necessary preparation to avoid the crisis recurrence. In this authors opinion, what seems as the general issue is that the officials are either unaware of what can happen due to ignorance or do not care for the state of the organization.

With all the issues, the clear thing is that the LIPA officials have failed to acknowledge the magnitude of the disaster waiting to happen if the necessary actions are not taken. The reason for this might be that the officials do not know the things that are happening within the organization or they may be failing to grasp the importance of customer relations and customer satisfaction. The reality that can be seen is that the problem has been allowed to continue for so long to the point that that it had resulted in multiple disaster re-occurring which would have been avoided when the first disaster occurred.

In all organizations, there is a culture and a way of doing things which should always be focused on at all times to achieve development. Organizations need to put many things in mind to attain the proper change necessary. Organizations need to maintain cordial relationships, be aware of things that happen around them, be open to hearing and adhering to advise as well as warnings if need be, recognize and keep their values, resolve conflicts from within among many other responsibilities. Organizations need to have proper chains of motivation and boosting of morale to keep people interested in working and committing to doing their best to achieve change and growth of the entire organization

Principles/Steps from this Course's Textbooks that Ought to be Implemented to Make Sure that LIPA was Ready for the Next Anticipated Disaster

Whether organizations may be facing a crisis or not, it is always good to have a plan in place just in case something unexpected happens. For an organization like LIPA which has faced its fair share of crisis, the following can help them be prepared for a crisis.

Accept that problems occur even in the most influential organizations

The primary principle to avert or prevent a crisis is to accept what is happening; many organizational crises occur when people are in denial or fail to believe that crisis can happen to them. Mitroff (2001) states that the enemy of the organization that ought to be avoided is denial. People get stuck in denial for so long that they fail to take hold of the problems they are having and turn it into a benefit. By accepting the challenges, the organization is facing, leaders have taken the first step in solving the problem, and from then on, they can begin working on ways to resolve the issue they already know exists.

Turn the problems into a gain

Some people who have overcome crisis think that crisis can lead into a gain depending on how one looks at it. In an organization that has disharmony people can come together in unity to prevent loss of job or other things that they consider important. When people join forces, they can share ideas with each other and form new perspectives that they may never have gain if the crisis did not occur.

What organization need to learn is that it is up to them to use a crisis for their gain and not to waste it for their meaningless battles of who is right or wrong. The potential in organizations can be seen by how fast and how united people become when faced with challenges. Even when faced with challenges organizations can always break free because people are aware that challenges exist which makes them appreciate the unity and the bond organization use to reform themselves as well as the organization.

Be available to help when crisis occurs

Many times, when people or organizations are facing a crisis, a simple gesture of care can go a long way. People in the organization need to know that someone cares for them and what happens to them because it provides them with the hope and encouragement necessary for them to believe in a better outcome. “much has to do with creating just the right climate at a time when the perfect storm encourages creating just the wrong climate for innovation” (p.61)

Observe and strengthen relationships within departments.

In an organization, the bond between different department in the organization can help determine how fast or how slow all the people in the organization respond to the situation. When leaders show genuine concerns for the subordinates as well as consumer, they don't just build a bond, they build friendship and unity that lasts a lifetime and when crisis happens those people will follow a leader to the deep end to ensure that that person that has always been their gets out of the mess as first as possible. George (2009). "The challenges you are facing represent your best opportunity to make major changes in your organization because they lessen the resistance that exists in good times. You should move aggressively to take actions necessary to strengthen your organization as you emerge from it" (p. 12)

LIPA ought to accept all the errors they made in not listening to the warnings and suggestions give to them by experts and take the necessary responsibility for them. Mitroff (2001) says that assuming responsibility is not solely dependent on verbalizing the truth; it also requires a person to accept all the responsibility that comes with what was done or what wasn't done and apologizing for it.

Lessons Learned from this Course that can be used use to help my place of business be better prepared for potential crises.

This course has taught the author so many valuable lessons that she can utilize to help grow the organization she works for in the future. This author has come to realize that most often whether intentionally or not, we let things slide because we fail to comprehend how important it is always to be aware of everything that is going on around to detect warning signs that will let us know that there is a possible danger that threatens the organizational safety.

For future purposes, it is essential to keep the chain of command intact while at the same time being open and accessible so that subordinates and the people around can be free to bring forth the issues they foresee to be potentials for disasters. Many crisis management books state that employees are the

first ones to detect signs of danger when it comes to organizational safety which is why they ought to be given the opportunity to voice their opinions.

Many times, in an organizational crisis that recurs come like a war, these types of disasters can be very strenuous and can be stressful as well mainly because the consequence is rarely foreseeable. When problems of these sought happen, they bring mayhem because they require more than wisdom to resolve and keep moving forward. To avoid such issues organizations can always ensure that they have all the necessary angles of crisis covered in record form when resolving the conflict so that in case the problem recurs again, there is a way to go back and refer to where the resolution went wrong.

Reference

Dotlich, D. L., Cairo, P. C., & Rhinesmith, S. H. (2009). *Leading in times of crisis*. San Francisco, CA: Jossey-Bass.

George, B. (2009). *7 lessons for leading in crises*. San Francisco, CA: Jossey-Bass.

Mitroff, I. I. (2001). *Managing crises before they happen*. New York, NY: American Management Association.