

Developing A Plan To Handle Communication Crisis In the Workplace

Deborah Awumee
Beulah Height University

Dr. Chere' Brown

December 11, 2017

INTRODUCTION

This paper will explore several key elements on how to handle communication crisis in The workplace especially in the 21st century that we are living in today. Research has been Explore to give a snapshot and viewpoints on how to handle crisis that arise in the workplace When working with different cultures and backgrounds of people in which the author Bill George speaks about in his book (7 Lessons For Leading In Crisis).

In the fast pace of our workday and everyday life which includes family, ministry and other Extra activities that has been plan for our children causes leaders to sometime take their focus Off of what is important and began to crash everything together with our to do list and Juggling everything together including our workload from the job leading to massive Communication problems and an event of crisis that seem to have flooded into the home and Workplace as well.

While it is not possible in today's time to plan for every event a leader or manager might Face, however, a well plan crisis plan can be put into effect to help preserve the workplace and Credibility. Yes, crisis can become overwhelming if leaders continue to overlook the fact That there is a crisis and how can we take care of the situation now.

I like how the author Bill George (2009, p. 15) puts it "Face Reality, Starting With Yourself." As a manager and leader in the workplace there must be some organizational skills and plans in Effect after facing the fact that there is a communication problem in the workplace and how Can the team turn this around.

WHAT IS A CRISIS?

Researchers defines crisis as an event that occurs suddenly and often unexpectedly. When A crisis do arise there is a demand for a quick response and if the response is not quick enough Management could find that communication is not the only problem they are facing in the Workplace. This could cause job loss for employees, lack of respect for one another, leadership Skills being destroyed because of lack of knowledge and leaving no one to take the blame.

Now lets us look at and examine some key elements that can help build strong Communication skills within the workplace. There must be a fundamental crisis communication Plan in action. In other words, a crisis communication plan allows management to examine and Look at the situation in a more positive way that will send a message to the employees that A new plan is in affect to help build our communication skills and to promote a better and Stronger work environment.

The employees need to know that there will be training and workshop in place in order To be on the same page. Yes, it is going to take time and everyone on the team must be willing To make this happen to prevent future crisis involving communications problems in the Workplace. Another key point that the author Bill George shares is (Building Your Resilience) (2009, p. 42) In other words, crisis often hits when no one least expect so leaders need to be Prepared. Crisis can drag on and you began to wonder when will this ever end? He goes on To say that one must perform at their best throughout the crisis, leaders need a high level of Resilience; combination of hardiness, toughness and a positive spirit. Yes, they are challenging Skills, however, they can be maintain and sustain during the crisis even in the difficult times In the workplace.

KEY ELEMENT ONE: DETAILED PLAN

In order to get a handle on communication crisis in the workplace, a leader must have in place a detailed plan that is outlined and can explain how and what steps the organization will take to re-build the communication crisis in the workplace. The leaders must let the employees know why this is happening and the purpose for the plan. Leaders must be able to identify who and what circumstances and procedures are needed to prevent this from happening again in the workplace. For example, in the workplace where I work, lately the organization has experienced a lot of communication problems due to un-professional employees, lack of respect for management and hiring teachers throughout different agencies and cultures.

Finally, management called for a staff meeting and began to put new plans and policy in action which affected the employees who had been employed with the organization for over 15 or more years and the ones who were following policy and procedures. I believed that this had to take place in order for the workplace to get better and move into a positive environment.

KEY ELEMENT TWO: A CRISIS COMMUNICATION TEAM

When a crisis communication team is in place, this team is responsible for gathering the information, creating key people to handle key messages and talking to employees about any concerns they might have and call a meeting to get the problem resolved before it gets out of hand. This person also will act as the spokesperson in the workplace communicating with owners and management teams.

Looking back at the model and exhibit 3-5: Organizational Defense Mechanisms that was put in place by Mitroff (2001, p.47) would be a big help for leaders and managers in the workplace

To share with future followers and employees as well. (denial, crisis only happen to others. We
Are invulnerable; disavowal-crisis happen, but their impact on our organization is small;
Idealization-crisis do not happen to good organizations; compartmentalization-crisis cannot
Affect the whole of our organization since the parts are independent of one another. This is very
Important because it can be use to help access both kinds of defense mechanism that an
Organization can used for the staff training to remind employees that crisis happens to us all,
But how t overcome communication crisis in the workplace, the whole team must be
Willing to make a change for the better.

CONCLUSION

In developing a plan to handle and cut down on communication crisis is the workplace, first,
Managers and leaders must gather as much information needed to solve this crisis among
Employees and managers in the workplace. Next, employees should be made aware of training
And the proper ways to communication and who to report to when crisis arrives in the
Workplace. Finally, make sure that there is a crisis communication plan in action where
Everyone is able to put their hands one when crisis arrives in the workplace again. Make sure
Communication skills is clear and delivered in a positive manner. Write down notes and
Have clear documentation as to what happen and caused this breakdown in the workplace
And this will help build a stronger workplace and bring in professional employees on the team.

Cairo, Dotlich & Rhinesmith, (2009). *Leading In Times Of Crisis: Navigating Through Complexity, Diversity and Uncertainty To Save Your Business*: San Francisco, CA:

Jossey-Bass, Inc.

Bill George, (2009), *7 Lessons For Leading In Crisis*: San Francisco, CA: Jossey-Bass. Inc.

Mitroff, Ian I., (2001), *Managing Crisis Before They Happen*, New York, NY, American Management Association.

5 Keys to crisis management communication-The Business Journals, <https://www.bizjournals.com>.

Com. (May 27, 2016).

www.cassling.com/knowledge-center/six elements of-a crisis-communication plan.

(August 1, 2014).

