

Organizational Crisis Management: The Human Factor

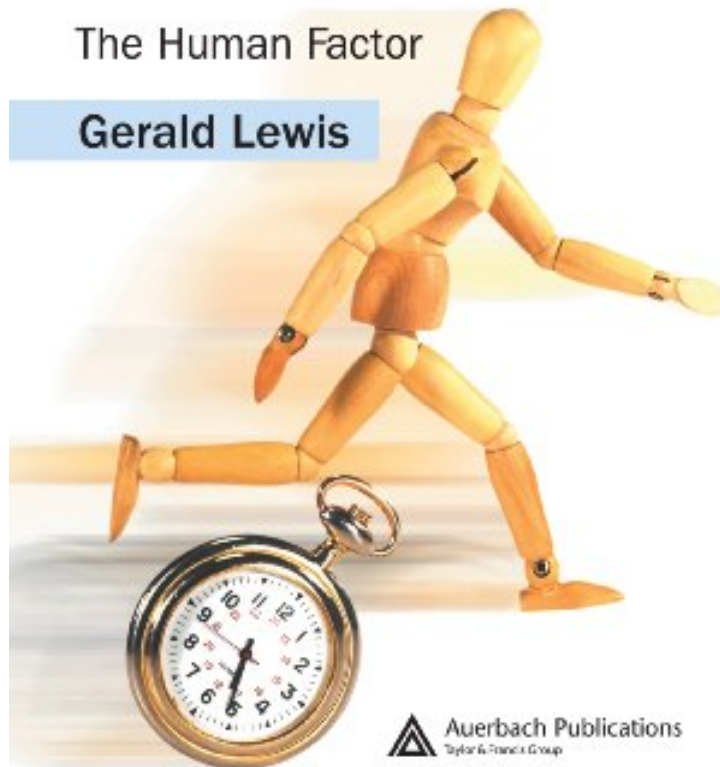
Gerald Lewis

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The Human Factor

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Gerald Lewis : Organizational Crisis Management: The Human Factor before purchasing it in order to gage whether or not it would be worth my time, and all praised Organizational Crisis Management: The Human Factor:

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bye3 of 3 people found the following review helpful. Practical Insights AdviceBy Leo FlanaganDr. Lewis was a key
resource in developing the plan for Merrill Lynch to reoccupy its world headquarters after the September 11th attack at

the World Trade Center. His insights and expertise are now available for all responsible leaders to read and apply before disaster strikes. Most importantly Dr. Lewis educates us about the critical need to build and maintain a healthy organization in advance of crisis. This is perhaps the most important form of crisis management. His insights on "passive traumas" and how they impact people and business results are key to truly understanding how to lead an organization in today's environment. An insightful, practical resource for leaders of all organizations. Leo F. Flanagan, Jr., Ph.D. Former Director of Global Leadership, Merrill Lynch President, Flanagan Consultants, LLC

Organizational Crisis Management: The Human Factor offers theoretical background and practical strategies for responding to workplace crises. Responding to a paradigm that focuses on the operational aspects of continuity to the detriment of human factors, this volume provides a comprehensive understanding of the unavoidable yet often complex reactions of workforces to a wide array of organizational disruptions. Based upon the author's vast experience in the field, this book is a "nuts and bolts" resource that you can immediately apply to a wide range of organizational environments. Following an analysis of the workplace as a social milieu, this text offers a methodology for assessing the impact of various crises, and examines pre-incident mitigation planning. It explores the psychological reactions of individuals and groups who have experienced crises, investigates the impact of the workplace displacement, and examines pre- and post-transition strategies. The book looks at the legal and security aspects of workplace disruption, and details the specific services, programs, and interventions that should be in place prior to any event. It concludes by providing guidelines for working with the media, emergency management agencies, and behavioral health services.

This book is a must read for all managers concerned with responding to workplace crises. David Lee, Ph.D., Clinical Director, Magellan Health Services A stunning accomplishment! Brilliant concepts that are equally valuable to corporate management, government planners, employee assistance programs and all crisis responders. This book has become a vital component of my crisis tool kit. Art Barker, MA, LPC, Regional Supervisor, Nation Crisis Response Coordinator United Postal Service EAP