

HUMANdynamic
Best eap plus in Asia

Critical Incident Management

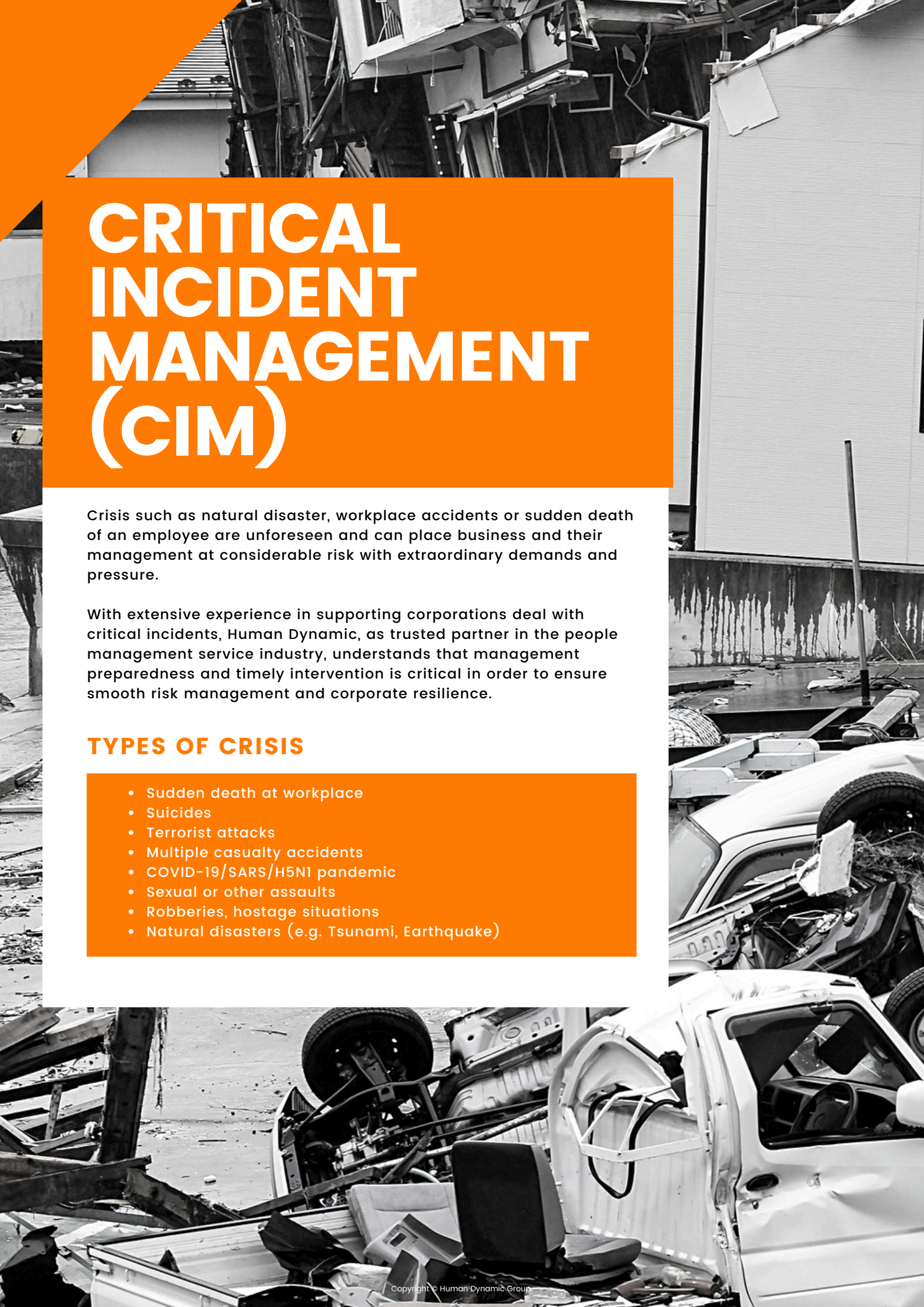
PROMOTE EFFICACY & RESILIENCE



Human Dynamic understands that management preparedness and timely intervention is critical in order to ensure smooth risk management and corporate resilience.

Build Resilience | Enhance Wellness | Develop Sustainability

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CRITICAL INCIDENT MANAGEMENT (CIM)

Crisis such as natural disaster, workplace accidents or sudden death of an employee are unforeseen and can place business and their management at considerable risk with extraordinary demands and pressure.

With extensive experience in supporting corporations deal with critical incidents, Human Dynamic, as trusted partner in the people management service industry, understands that management preparedness and timely intervention is critical in order to ensure smooth risk management and corporate resilience.

TYPES OF CRISIS

- Sudden death at workplace
- Suicides
- Terrorist attacks
- Multiple casualty accidents
- COVID-19/SARS/H5N1 pandemic
- Sexual or other assaults
- Robberies, hostage situations
- Natural disasters (e.g. Tsunami, Earthquake)



HUMAN DYNAMIC'S CIM APPROACH

CRISIS MANAGEMENT CONSULTING

We equip leaders in preparing for business contingency and crisis management, with the aim of:

- Strengthening organizational preparedness
- Enhancing leadership effectiveness
- Mobilizing appropriate responses to mitigate risk
- Promoting resilience at the individual, team and organizational levels

Your leaders and crisis team members will be given management consultation and professional training in:

- **Leading through crisis:** Dos and Don'ts
- **Crisis communication:** Conveying news effectively
- **Crisis care first aid:** Training for HR and front-line supervisors to recognize the signs of psychological trauma and provide care for employees in distress
- **Organizational resilience:** Training tailor-made to support management for employee resilience and engagement

CRISIS SUPPORT FOR INDIVIDUALS

Individuals are affected by crisis either directly (personal exposure to the stressor) or indirectly (as a passive recipient of stress).

Our immediate emotional support for impacted employees (and/or their family members) in crisis situation has been found to reduce the overwhelming emotional and physiological stress caused by the incident:

On-site Consultation Support:

We provide an on-site crisis response support for affected employees (and/or their family members) by easing their shock, grief and stress through psychological "first-aid"

24/7 Crisis-care Hotline:

We offer affected employees (and/or their family members) a channel for immediate emotional support

HUMAN DYNAMIC'S CIM APPROACH

GROUP CRISIS CARE (GCC)

We provide debriefing sessions and peer support catered for small groups after traumatic incidents with the aims of:

- Helping employees to cognitively restructure their perception of the event and make better sense of the experience
- Reducing employees' distress and enhancing their coping skills
- Rebuilding connectedness to promote resilience
- Minimizing the potential impact of adverse effects such as Post-Traumatic Stress Disorder (PTSD) while restoring your organization's operations

Why Partner with Us?



Strongest Direct Presence



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Boutique Customer Service Orientation & Business Partnership



Innovative Solution with Highest Service Quality

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