



# **Foreign Service Institute**

## **National Foreign Affairs Training Center**

### **Leadership and Management School**

# **Crisis Management**











**Radisson Blu**



**BAMAKO**

**U.S. Embassy**



NBCNEWS.COM

# Scenes from the Radisson

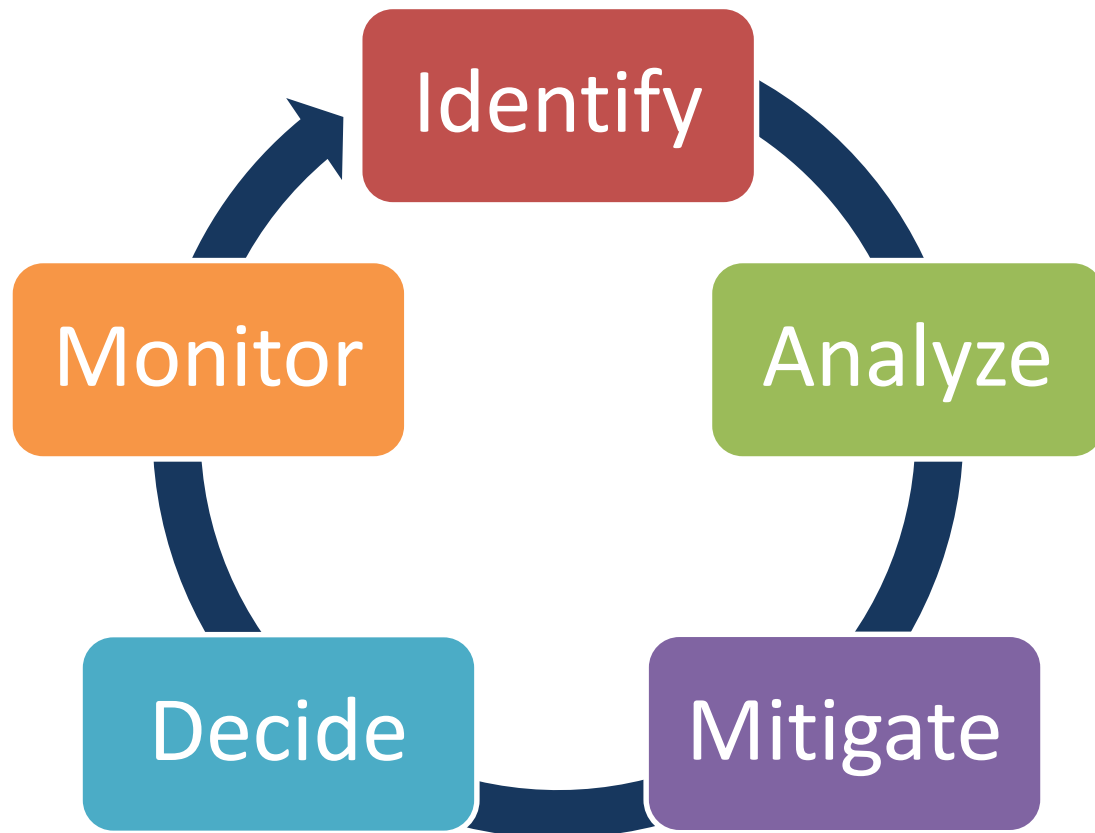
---







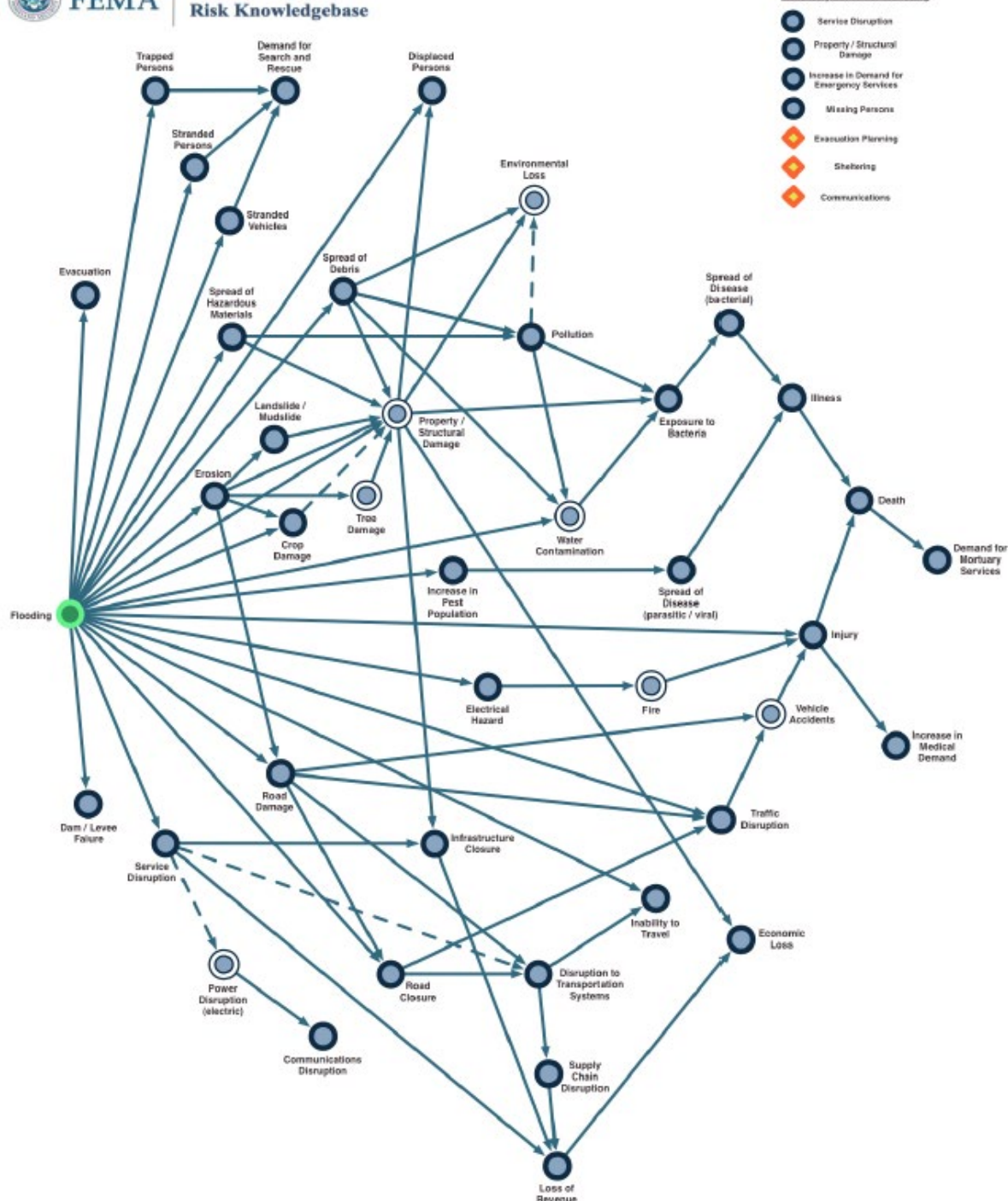
# Risk Management







#### Key Commonalities and Considerations in Addressing the Effects of Flooding





# Myanmar



River flood	High
Urban flood	High
Coastal flood	High
Landslide	High
Cyclone	High
Extreme heat	High
Wildfire	High
Earthquake	Medium
Tsunami	Medium
Volcano	Medium
Water scarcity	Low

HAZARD LEVEL



# Yangon



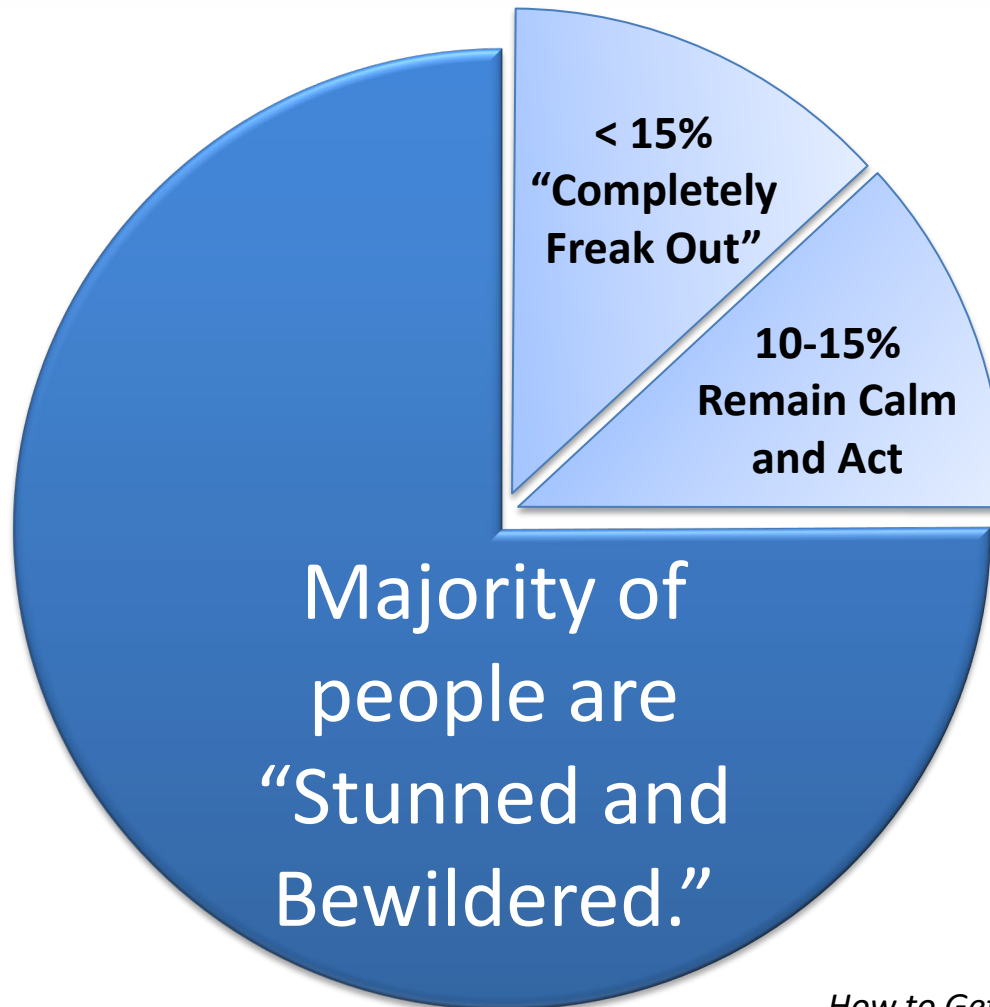
River flood	High
Coastal flood	High
Cyclone	High
Extreme heat	High
Wildfire	High
Urban flood	Medium
Earthquake	Medium
Tsunami	Medium
Landslide	Very low
Water scarcity	Very low
Volcano	

HAZARD LEVEL



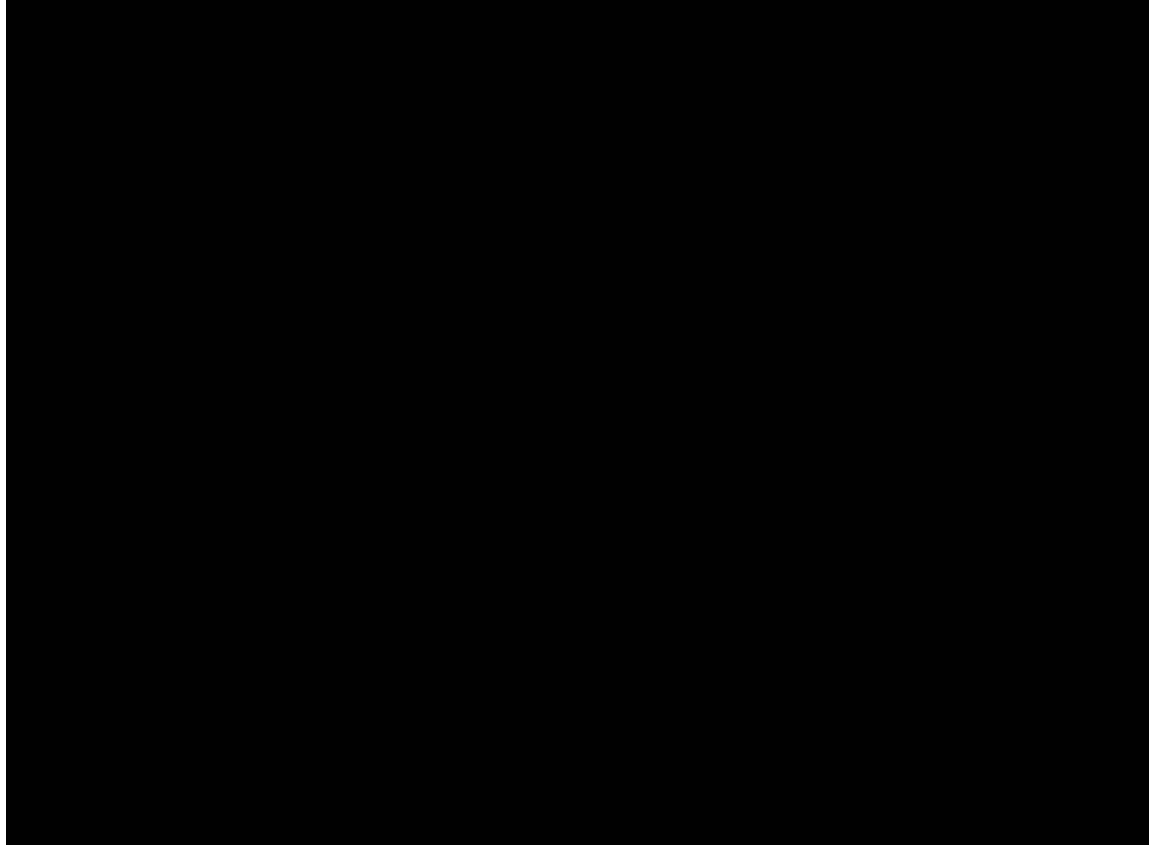


# How Do You React in a Crisis?



Amanda Ripley,  
*How to Get Out Alive*, Time Magazine (2005)

# Personal Preparedness





# Personal Preparedness



- Situational Awareness
- Family plans (including plans for pets)
- Resources
- Self Awareness
- Go Bag



# Personal Preparedness



## What's in your Go-Bag?

- ✓ Extra clothing
- ✓ Medications
- ✓ Extra glasses or contacts and prescriptions
- ✓ Passports (with required visas)
- ✓ Personal checks
- ✓ ATM and credit cards





# Mission Preparedness



- Threats and Vulnerabilities
- Emergency Action Plan
- Roles and Responsibilities
- Communication
- Training and Drills

# Mission Preparedness



## Training

- Fire Extinguisher Use
- Bomb Search Procedures
- Suspicious Substance Procedures
- Operation of Communication Equipment
- Recognition of Imminent Danger

## Drills/Exercises

- Fire Evacuation
- Bomb Threat
- Post Emergency Notification System
- Duck and Cover
- Movement to Safehaven
- Crisis Management Exercises

# Mission Preparedness



Safe Havens, Safe  
Areas, Off-Site Safe  
Areas

Command &  
Alternate  
Command Centers



# Plan



## Content

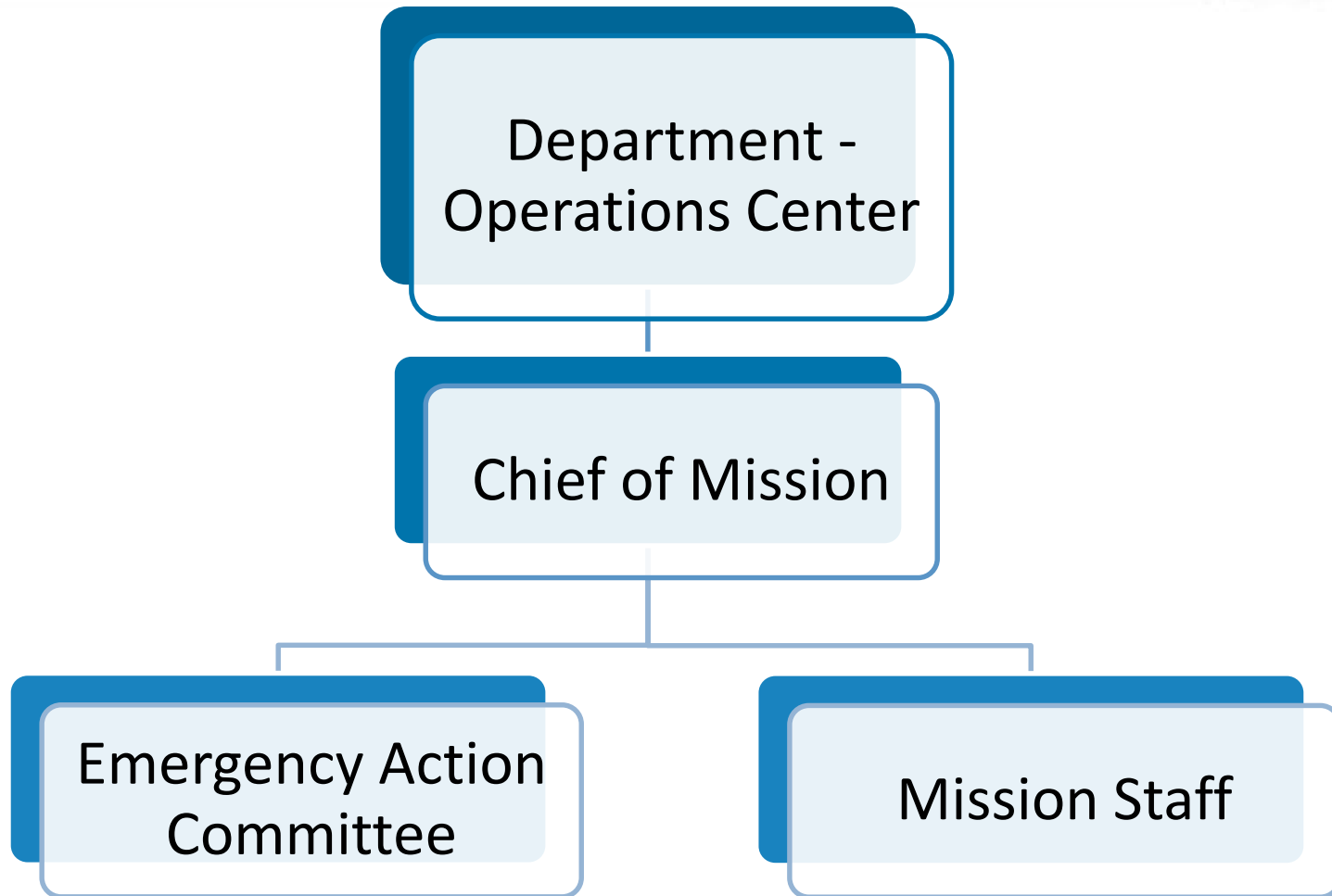
- Post's crisis response capabilities and limitations
- Policy guidance and checklist templates
- Surveys, lists, inventories, and other detailed information

# Plan



- Bomb
- Fire
- Civil Disorder
- Internal Defense
- Destruction of Sensitive Material
- Weapons of Mass Destruction and Other Hazardous Materials
- Hostage Taking
- Hijacking
- Assistance to US Citizens in a Major Accident or Disaster
- Assistance to Host Gov't in a Major Accident or Disaster
- Drawdown and Evacuation
- Receipt of Evacuees

# Command





# Evacuation



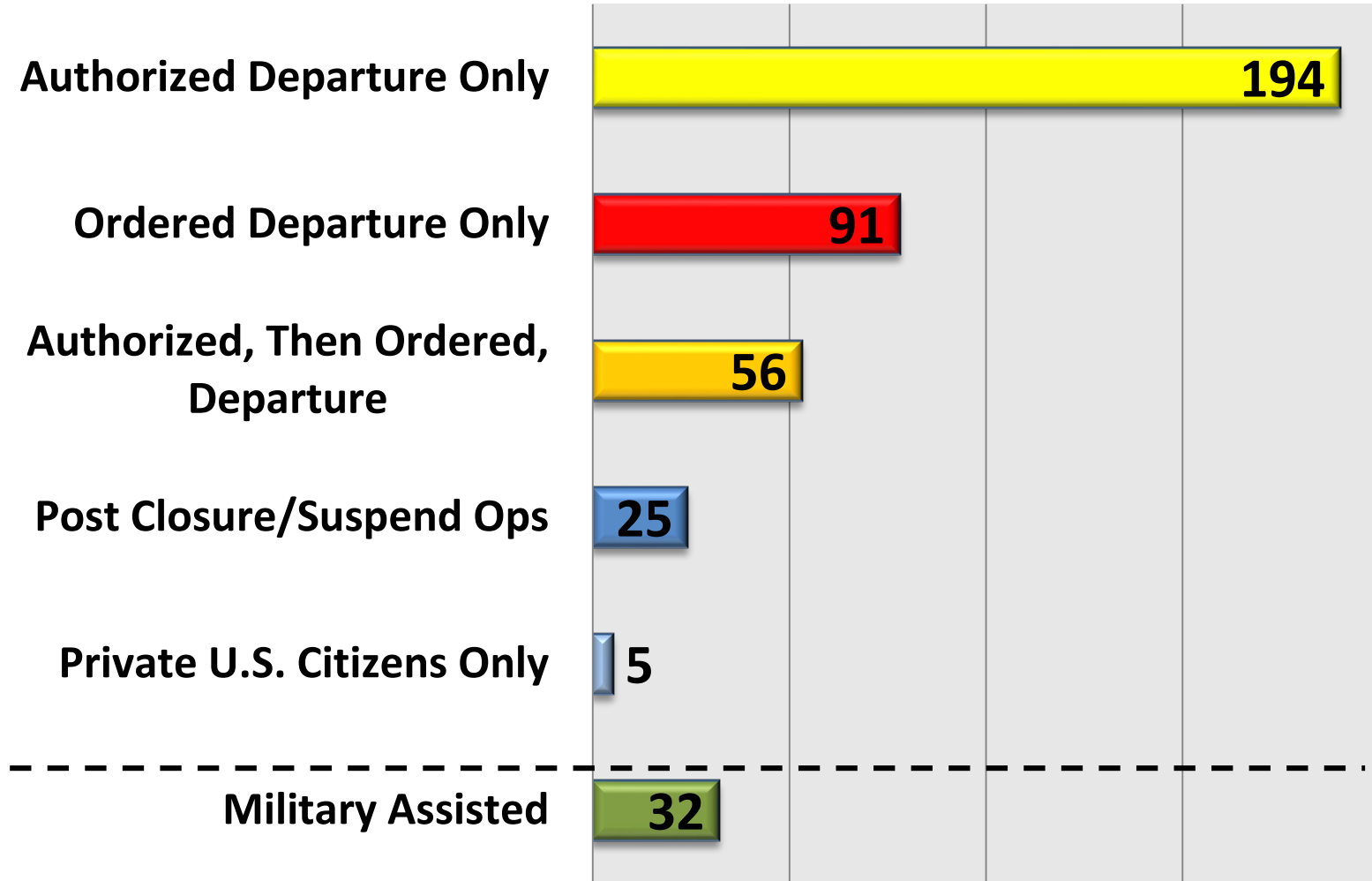
## ■ Authorized Departure

Non-emergency personnel and eligible family members may leave post at U.S.  
Government's expense

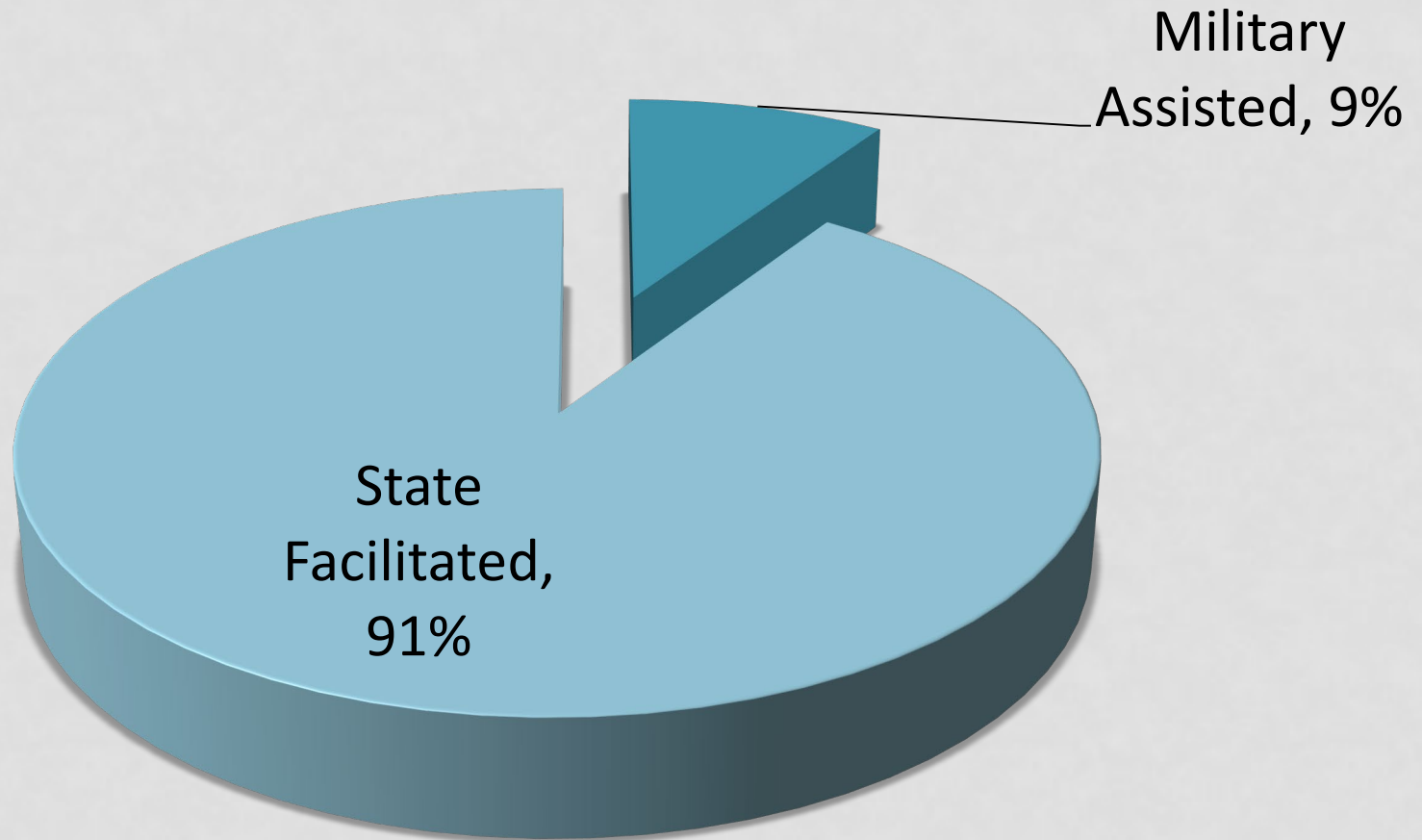
## ■ Ordered Departure

Non-emergency personnel and eligible family members must leave post at U.S.  
Government's expense

# 371 Evacuations Since 1988



# EVACUATIONS BY TYPE





# Best Practices



- Know and *Use* Your Plan
- Ensure Redundant Communications and Drilled Protocols
- Maintain Up-to-Date Contact Information
- Encourage Cross-Training
- Pre-Position Basic Supplies
- Know Your Resources
- Manage Expectations

# Working Together



- Communication and Information Sharing
- Collaboration



TRAVEL.STATE.GOV

A SERVICE OF THE BUREAU OF CONSULAR AFFAIRS  
U.S. Department of State

# Scenario

## Isolated Staff Member

You receive a phone call from a staff member who says as he was leaving the shopping mall, he was mugged. His wallet, cell phone, identification, and all his money was taken. A local who witnessed the incident is letting him use his phone to call you, but only for a couple minutes.

- What guidance do you give him? What are your next steps?



# Scenario

## Surveillance...?

As you're getting your coffee in the morning, an anxious colleague informs you that while she was shopping with friends in the market over the weekend several men followed them for almost two hours.

- How do you handle this information? What do you tell your colleague?

# Scenario

## Protests

You receive a call from a staff member who informs you that he took the family shopping downtown and a spontaneous protest has erupted. He says the crowd is large and they are not able to get around it.

- What guidance do they have already?
- What steps would you tell them to take?

# Scenario

## Vehicle Incident

You receive a call from a staff member who states they have been in an accident. There are no injuries but the other driver starts shouting insults at them and a crowd is gathering.

- What are your staff expected to do in this situation? What's your immediate action?

# Scenario

## Attack

As your watching the local news at home over the weekend, you notice there has been an attack a local historical area/tourist site frequented by your staff.

- What actions would you take upon hearing this? What actions are expected of your staff if they are at the location?



# Contact Information



State Department  
Private Sector  
Emergency 24/7 Call Center

**202-309-5056**

# Questions



Overseas Security Advisory Council, Yangon

Twitter: @OSACYangon

[www.OSAC.gov](http://www.OSAC.gov)



# **Foreign Service Institute**

National Foreign Affairs Training Center  
Leadership and Management School

## **Crisis Management Training**