



Resilience
Readiness
Response
Recovery

From Checklist to Chaos

Running Emergency Response
Exercises That Matter

The Aviation Safety Community Safety Leadership Forum





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Career

Emergency response career since 2003

Vice President Asia Pacific - GoCrisis Since 2014

Bushfire mitigation support – Various Government Agencies

SES volunteer (State Emergency Services)



Responses (International and Domestic)

Jeju aircraft accident, Repatriations, Major data breach,

Multiple Cyclone Support and Evacuations, COVID-19 support,

Bushfire welfare checks, Southeast Asian Tsunami, Hurricane Katrina,

BA 38, Mass Product Recall



Credentials

Southern Cross University: Bachelors of Business

Varsity College: Project Management

GoCrisis responds to crisis globally.

With first-hand, international crisis and emergency management experience our team of specialists support a variety of organisations through complex crises and issues.

Our philosophy is to empower and support our clients with knowledge, skill and scalable resources to respond effectively to an emergency or crisis.



www.gocrisis.com





Foundations of Exceptional Training and Exercises



Why Train?

It's not if it's
when!

Regulatory

Build
relationships

Skills
development

Confidence

Adaptability

Engagement &
motivation

Aligned
knowledge

Stronger culture



Why Exercise?

An Emergency Response Plan only becomes real when it is exercised, challenged, and continuously improved—because preparedness cannot be improvised.

Puzzle pieces comes together

Regulatory

Build relationships

Tests decision-making under pressure

Confidence

Adaptability





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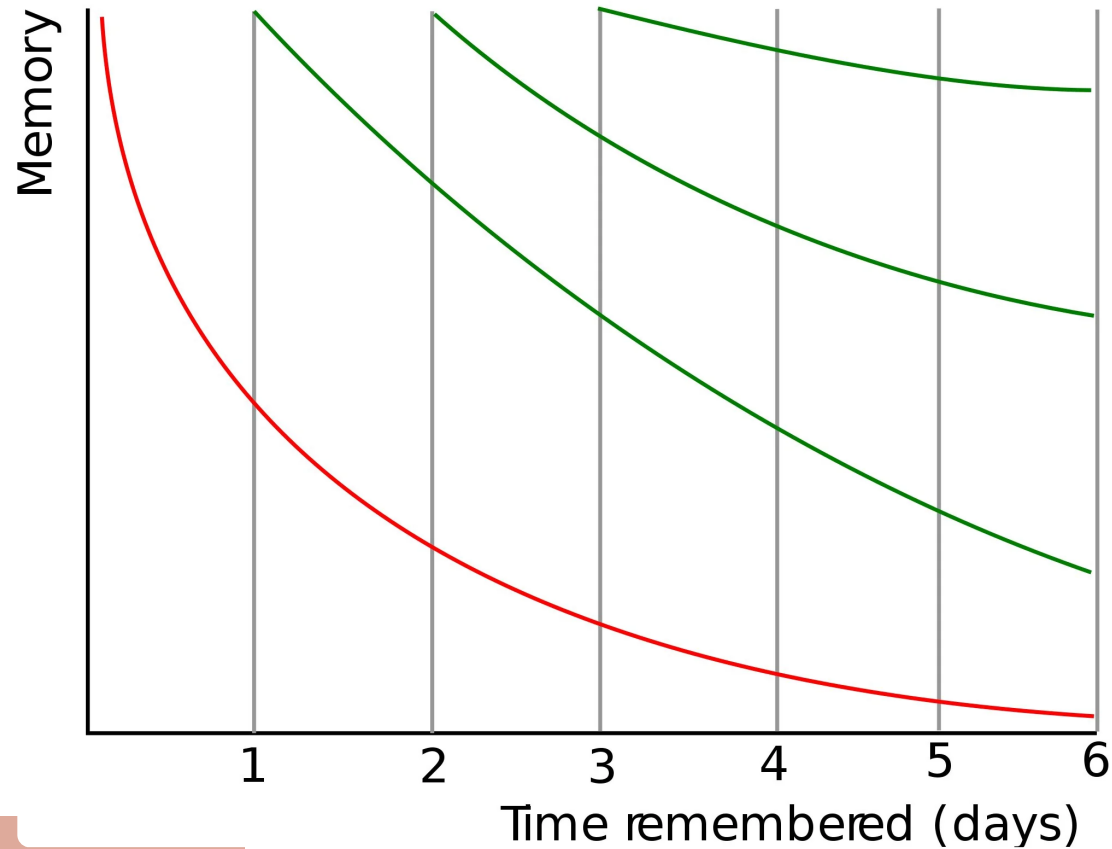


Good skills can be taught by repeating.
Good skills can be transferrable.



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The Forgetting Curve



- ▶ The **RED** line show the natural forgetting curve
- ▶ The **GREEN** line represent the adjusted forgetting curves after each recall of the material



Pedagogy vs Andragogy

Andragogy = Leading Adult / Adult Learning



Adults want Relevance

Adults Bring Experience

Adults Learn Best By
Doing

Adults want to be
involved

Andragogy build
confidence

What type of exercise and how often?

Full scale
Tabletop
Simulation
Drill
Functional





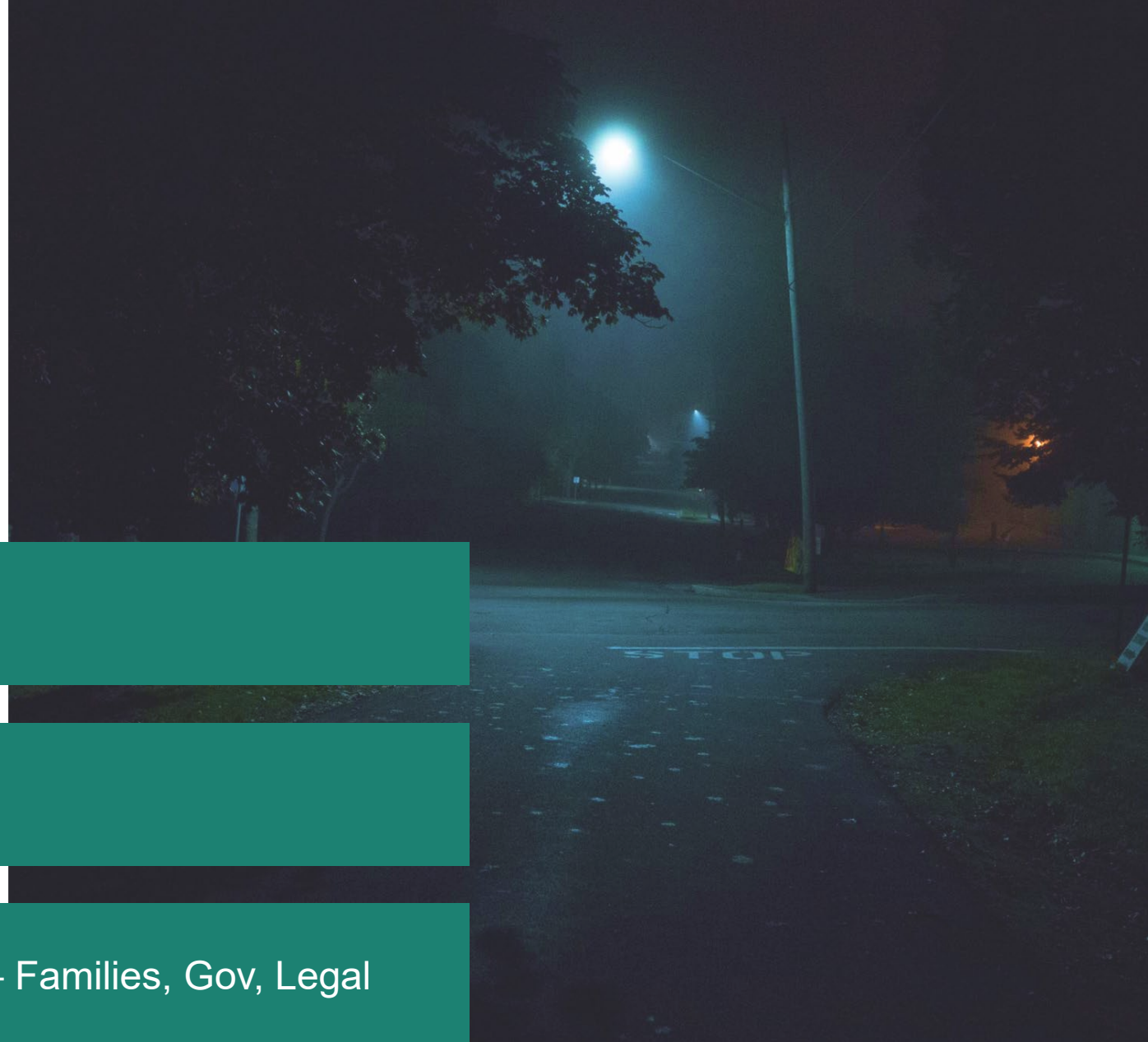
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What scenario to exercise 1st

Worst case scenario?

What keeps you up at night?

What question would I never want to answer – Families, Gov, Legal





Designing and Delivering a Powerful and Engaging Exercises

Designing Exercises That Matter



Realistic scenario



Have the right
people around the
table



Injects



Forward thinking

Designing Exercises That Matter



Roleplay



Leadership
engagement



Facilitators
DON'T rescue



Debrief
&
Reporting



If this was my family, what would they need?

If you keep the people most affected in the forefront of your mind with every strategic, tactical, or communications decision, you will be doing the right thing which in turn will take care of the organization's future

Capt. Nitin Anand - Air India

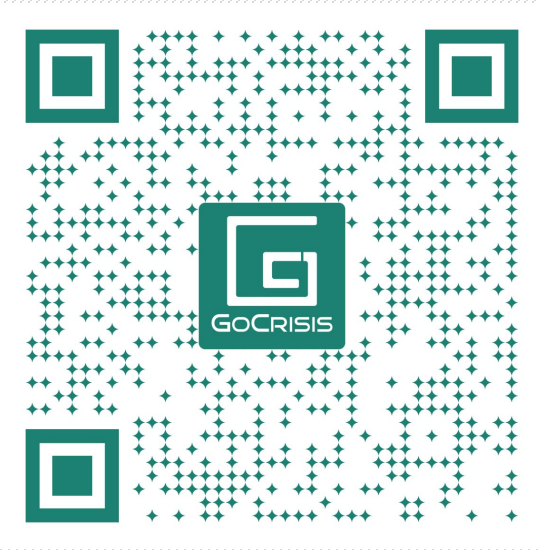
ERP is rehearsed regularly to:

Familiarise personnel with responsibilities and procedures.

Ensure ready functionality of all equipment and facilities.

Critique analysis and expose deficiencies in the plan and its execution and ensure such deficiencies are mitigated and not repeated.

A frequency of 2 Tabletop and one Full Scale Exercise for an airline in a year should be considered.



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Thank you

This training day is dedicated to the victims, families and responders who have been affected by the incidents discussed here today

Join our GoResponder team!

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