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Africa Mining

How to avoid escalating a (potential)
crisis into litigation

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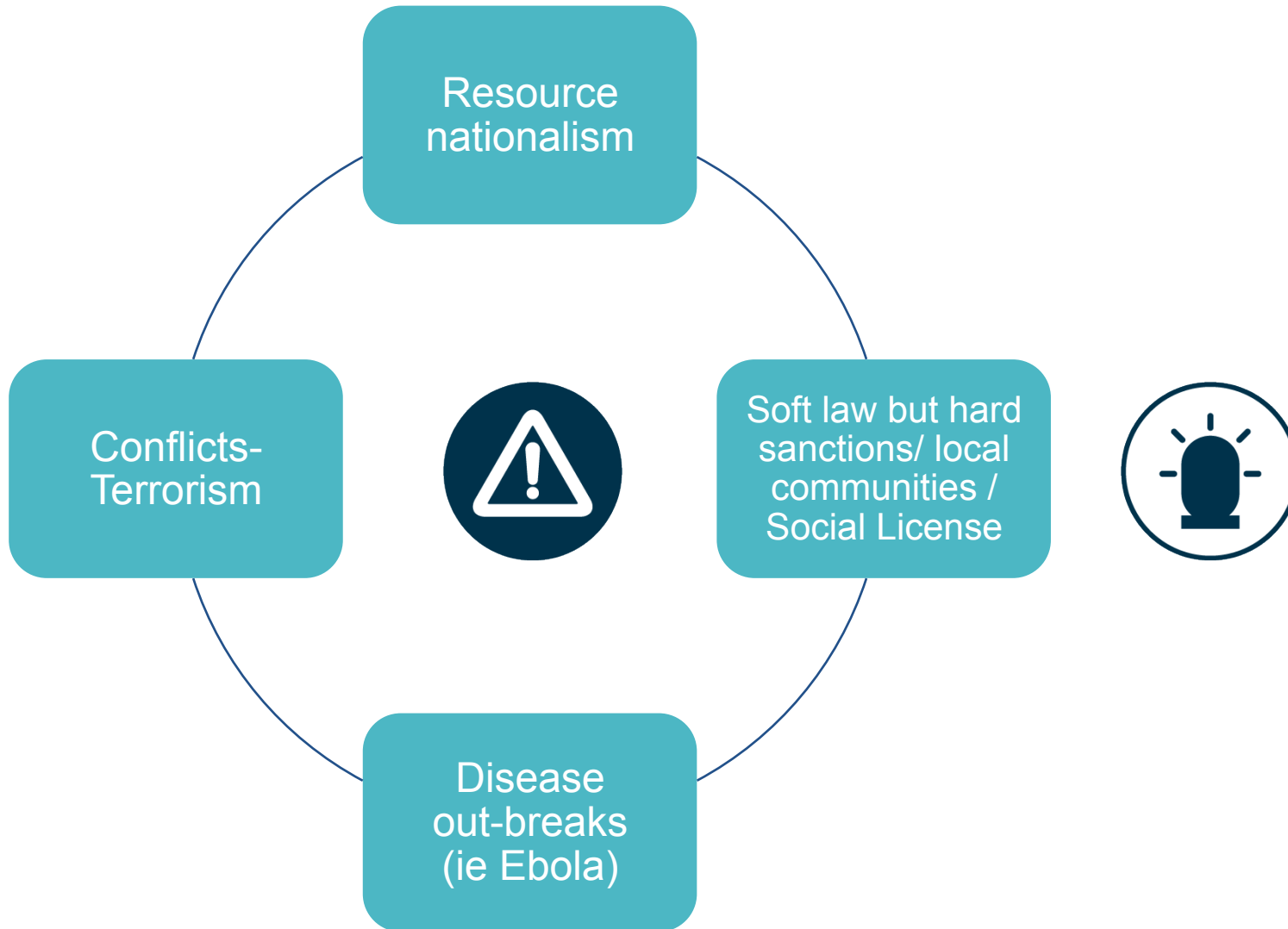


DIFFERENT SOURCES OF CRISIS



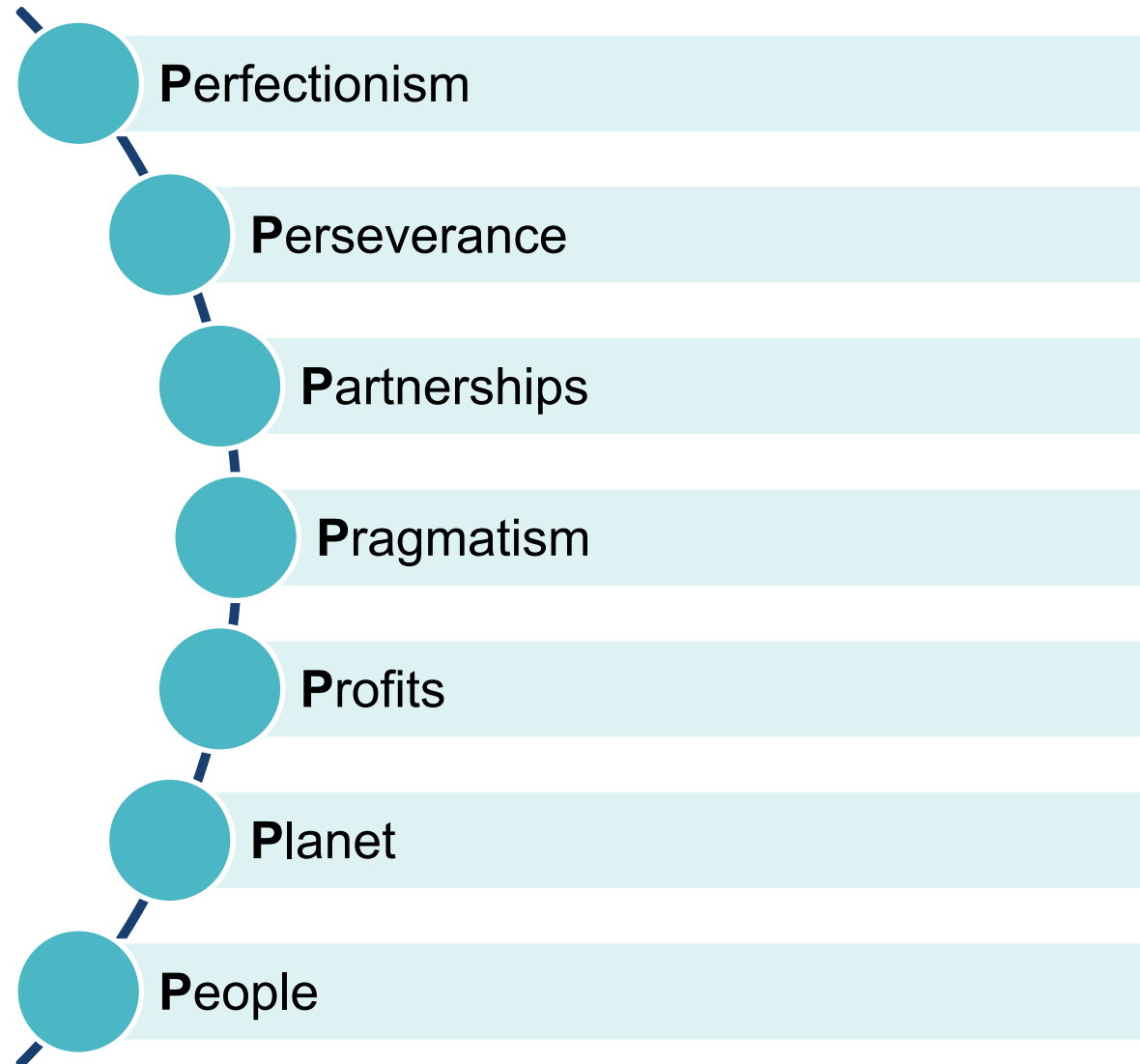
In general:
how to respond to
(unexpected)
potentially
catastrophic
events...
to anticipate

AFRICA REALISM



Risks/crisis become complex, the formula for success contains more and more parameters

THE SEVEN “P” TO PREVENT AND/OR SOLVE A CRISIS



THE SIX “P” TO MANAGE A CRISIS

Proper **Pl**anning
and
Preparation **Pre**vents
Poor **Pe**formance

MANAGEMENT OF CRISIS



DOs AND DON'Ts OF CRISIS MANAGEMENT

Do

- Focus on all possible solution
- Give yourself time to think and plan
- Take care before committing anything to writing (including email)
- Work together as a team – be the best player you can be and be understanding of others
- Be honest about your strengths and weaknesses and those of your team – put « aces in their places » and recognise those capable of thinking correctly under pressure
- Bring in external resource to supplement your team
- Deal with all stakeholders (acceptability through asking advise)

Don't

- Don't dwell on the problem and waste time trying to turn the clock back
- Don't cover up the truth
- Don't lose sight of the bigger picture and don't unnecessarily focus on minutiae
- Don't exaggerate your own role and importance
- Don't assume someone else is dealing with it
- Don't try to be a hero – after 48 hours without sleep you will be of no use to the team and possibly a detriment to it
- Don't make the counter party loosing face

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