

REACT *TO* RESPOND

CARE
STABILIZE
COMMUNICATE
LEARN

A **Post-Event** Framework



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WHEN TO USE THIS *FRAMEWORK*



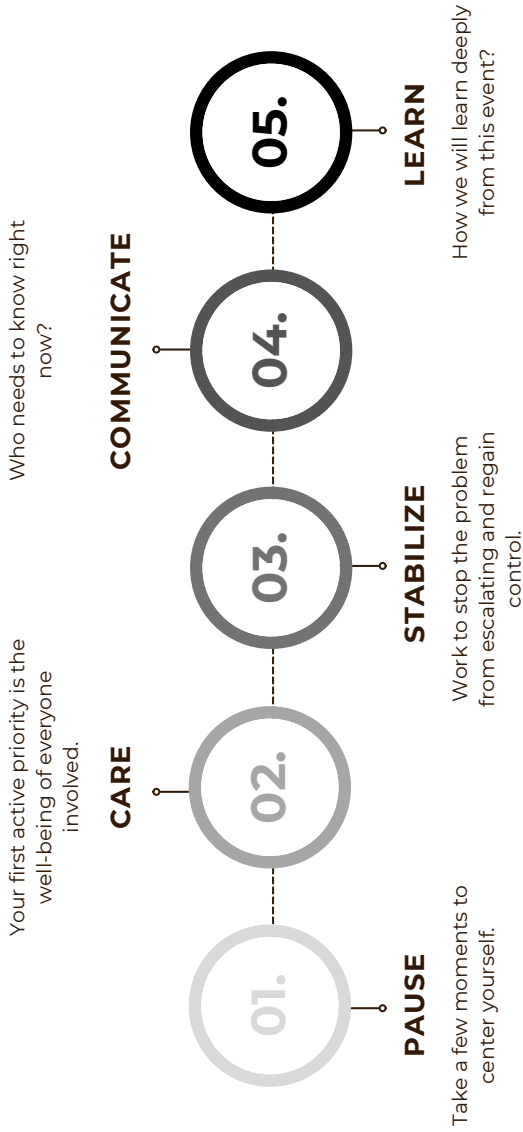
This guide helps leaders navigate the critical first moments and hours after an unexpected event. It prioritizes a shift from immediate reaction to deliberate response using the Care, Stabilize, Communicate, Learn framework.

THE GOAL OF THIS *FRAMEWORK*



When things go sideways unexpectedly, the pressure's on. This isn't about rigid rules; it's a flexible guide to help you lead your team through the immediate aftermath. We'll use a simple flow: Care, Stabilize, Communicate, and Learn. The aim? Respond thoughtfully, not just react.

QUICK VIEW *FRAMEWORK*



STEP 1 *DELIBERATE PAUSE*

Move from react to respond. **How can my response best demonstrate care for everyone involved and prioritize learning?**

- Your gut reaction might be to charge in. Don't. Panic makes things worse. Take a moment - maybe 30 seconds, maybe more - to get centered.
- Breathe: Acknowledge it out loud (even just to yourself): "Okay, that just happened." Take a deliberate breath.
- Even if only for a few moments, step away to process. This 'think time' is vitally important.
- Make Your First Words Curious Words: The very first thing out of your mouth sets the tone. Aim to invite dialogue, not defensiveness. Make your default verbal response one of open curiosity. Practice phrases like: "Okay, tell me more." "Help me understand what happened." "Walk me through it." Avoid tones or questions that imply judgment ("How could you let that happen?!").
- What's Real? What do we actually know for sure, right this second? No guessing, just the hard facts on the table.



STEP 2 CARE

*Check on the humans. **Are we caring for all involved?***

- Do we have injured people? If so, who is getting them the care they need?
- Who else might be affected or shaken up by this event? These folks are easy to overlook. Think about witnesses, location staff, responders, and beyond. How can we give them immediate support?
- Can we point folks to practical help quickly (like EAP info or deploy onsite resources)?



STEP 3 *STABILIZE*

Our people are being cared for. **What's our current operational condition?**

- Are our operations safe, stable, and secure?
- If not, how can we make them safe, stable, and secure? (in the short-term and full restoration to normal state)
- Who is responsible for doing that?
- Are we supporting them with resources, people, etc. to do that effectively?

STEP 4 COMMUNICATE

We have cared for our people and stabilized the situation. **Who needs immediate factual information?**

- Who inside the organization needs to know, now?
- Do we need to share this with family members, external stakeholders, or regulators? If so, who are the most appropriate people to do that?
- Do we need to communicate this event to the public? If so, who are the most appropriate people to do that?
- What is the best way to share this information with the rest of the organization? How will we communicate updates, learnings, and improvements over time?




STEP 5 *LEARN*

What basic information do we need to gather?

What is the best way to learn deeply from this event?

- What information do we need to gather right now?
- Who is responsible for doing that?
- Are we supporting them with resources, people, etc. to do that effectively?
- After the dust settles, what's the best way to learn deeply from this event?
 - Quick Huddle/Debrief
 - Learning Team
 - Learning Review
 - Combination of approaches





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