

# Crisis Performance Checklist

Brief description of the crisis:

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Was the nature or type of crisis you faced one that had been anticipated?      Yes       No

If no, can you identify any reasons why it was not anticipated?

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Rate the effectiveness of the following communications tools and strategies with respect to the recent crisis:

Key Personnel Contact List	Very Effective	Somewhat Effective	Ineffective (Attention Required)
Media Documents (Summary Statement, Q&A Factsheet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Media Contact List	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Media Contact Strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes:

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Rate the effectiveness of various aspects of the Crisis Response Team with respect to the recent crisis:

	Very Effective	Somewhat Effective	Ineffective (Attention Required)
Composition of team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to reach/summon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were there any critical skills or talents missing in the composition of the team?      Yes       No

Describe these skills and your strategy for adding these skills to the team for the future.

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	Very Effective	Somewhat Effective	Ineffective (Attention Required)
Rate your effectiveness in keeping clients up-to-date:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What feedback did the nonprofit receive from clients concerning its handling of the crisis?

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