

Inject Period Three

Recovery and Lessons Learned

Monday, 6:00 AM

After a tense weekend, the protests have ended. Law enforcement, in coordination with community officials and protest organizers, successfully negotiated a peaceful dispersal. The community is now beginning to assess the impacts of the violence.

Late last night, after lengthy negotiations between law enforcement, organizational leadership, and your activist employees, an agreement was reached to end the occupation of your offices. Law enforcement is asking if you wish to press charges against the occupiers.



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Monday, 9:00 AM

Several customers have contacted their account managers with concerns about how the occupation incident was handled and the related media coverage. They are questioning if their relationships with your company are sustainable considering the protests.

“As a loyal customer, we are concerned about how the recent employee protest and related media coverage will impact your reputation, and our brand by association. How are you going to guarantee that this situation is being handled effectively?”

– **GlobalTech Solutions**

“The recent protests at your offices have raised serious concerns about your management practices. How are you addressing the negative media coverage and guarantee it will not affect our business relationship?”

– **Innovate Corporation**

“The media coverage of the occupation by your employees paints a concerning picture. How is your company planning to restore your reputation and protect us from the splatter?”

– **EcoGreen Industries**

“I’m worried that the negative press from the protests could harm us because of our association with your brand. What steps are you taking to manage this mess?”

– **TechVista**

“Given the recent protests and the resulting media attention, how can you guarantee us that your company is stable and our partnership won’t be disrupted by any ongoing internal issues?”

– **Prime Enterprises**

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Tuesday, 12:00 PM

The aftermath of the protests and the direct impact on your organization have left many employees feeling stressed and anxious. HR is reporting a marked increase in absenteeism and recommends that leadership release a statement addressing what appears to be an evolving mental and emotional health crisis within the organization.



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Thursday, 11:00 AM

The Crisis Management Team is requesting a formal debriefing session be scheduled with all stakeholders, including the business owners and the leaders of the activist employees, to review the response, assess the impact, and identify lessons to be learned from the protests and occupation.



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Discussion Questions

- 1 How could your organization engage with members, community stakeholders, and government agencies to enhance recovery considerations?
- 2 What role do leadership and communication play in maintaining organizational morale and engagement during recovery operations?
- 3 How would you evaluate the success or failure of the community's crisis management efforts related to this scenario?

