

CRISIS

MANAGEMENT

Crisis management is how people or organisations deal with really tough or unexpected situations that could cause serious problems.

If you are planning to run your own business one day – you need to be well equipped to manage a crisis.

**CRISIS?
IT CAN BE MANAGED!**

TO SEE IF YOU WOULD COPE – LOOK AT THESE EVERYDAY TEENAGE SCENARIOS. COULD YOU HANDLE THEM?

**TEEN
CRISIS
AHEAD**

✂ FORGETTING TO STUDY FOR A MAJOR TEST

THE CRISIS: You completely forgot about a test that counts for a large part of your grade, and it's tomorrow.

HOW TO MANAGE IT:

- Don't waste time freaking out – use the time you have wisely.
- Make a quick study plan, focusing on the most important material.
- Ask a classmate for notes or a quick summary.
- Talk to the teacher if there's a reason for the mix-up – they might offer advice or partial credit later.
- Next time, use reminders or a planner to stay organised.



✂ ACCIDENTALLY SENDING A PRIVATE MESSAGE TO THE WRONG PERSON

THE CRISIS: You meant to send something personal or sensitive to one friend but accidentally sent it to the wrong person or group chat.

HOW TO MANAGE IT:

- Act quickly – delete the message if possible (some apps allow this).
- Reach out to the person/group to explain it was a mistake.
- Apologise if it was inappropriate or embarrassing.
- Learn from it – double-check who you're sending messages to in the future.

Imagine you're the captain of a ship. Everything is fine, then suddenly a huge storm hits.

You have to think fast, stay calm and make smart decisions to keep the ship and everyone on it safe.

That's what crisis management is like – handling the storm instead of panicking.

IN REAL LIFE, A CRISIS COULD MEAN:

- A company dealing with a major accident or mistake
- A school responding to a serious incident
- A person managing a personal emergency, like a health scare or family problem

GOOD CRISIS MANAGEMENT MEANS:

- 1 Staying calm under pressure
- 2 Quickly figuring out what's really happening
- 3 Making a solid plan to fix things
- 4 Communicating clearly with others
- 5 Learning from the crisis to do better next time



✂ A FRIENDSHIP BLOW-UP

THE CRISIS: You and your best friend had a huge argument, and now they've blocked you or are telling others their side of the story.

HOW TO MANAGE IT:

- Give them space, but don't let it drag on forever.
- Reach out calmly, not to argue, but to listen and explain.
- Take responsibility for your part, if needed.
- Avoid drama – talk privately rather than through social media.
- Work on making peace, even if the friendship changes afterward.

✂ ACCIDENTALLY SPREADING A RUMOUR

THE CRISIS: You shared something personal someone told you in private, and now it's spread around school. The person is upset, and others are angry at you.

HOW TO MANAGE IT:

- Stay calm and don't try to cover it up or blame others.
- Take responsibility and apologize sincerely to the person affected
- Talk to others involved to clear up the misunderstanding, and stop the rumour.
- Learn from it by being more careful about trust and private conversations in the future.

✂ GROUP PROJECT GONE WRONG

THE CRISIS: Your group project partner didn't do their part, and the deadline is tomorrow. You're about to fail if nothing is done.

HOW TO MANAGE IT:

- Stay focused – don't panic or get angry.
- Communicate quickly with your teacher to explain the situation honestly.
- Come up with a backup plan, like finishing part of the project on your own or asking for an extension.
- Reflect later on how to choose partners better or divide work more clearly next time.

