



Checklist

Post-Crisis Evaluation and Learning

Every crisis contains valuable learning opportunities that can transform your leadership approach for years to come. With this checklist, you can systematically extract insights from recent challenges while experiences remain fresh.

Working through these steps with your team helps turn difficult situations into organizational growth, building the kind of resilience that only comes from thoughtful reflection.

You can use this checklist in a number of ways. For example, senior leaders might work through it during a dedicated post-crisis workshop; or crisis response teams can review it immediately after resolution to capture technical insights while still vivid.

Step 1: Gather Feedback

- Set up debrief meetings with leadership and crisis teams.
- Arrange to collect employee feedback (anonymously, if preferred) on crisis handling.
- Set up surveys of customers and external stakeholders where relevant.
- Look for patterns emerging across multiple feedback channels.

Step 2: Assess What Worked Well

- Identify strengths in leadership, decision making, and response execution.
- Which teams demonstrated unexpected adaptability under pressure?
- Recognize team efforts and successful strategies.
- What specific communication approaches proved most effective across different stakeholder groups during the crisis?
- Map previously unrecognized organizational strengths that emerged during the crisis.

Step 3: Identify What Went Wrong

- To what extent did pre-existing organizational tensions or siloed operations exacerbate challenges during your crisis response?
- Examine gaps in crisis plans and execution.
- Analyze delays, miscommunications and resource allocation issues.
- Pinpoint where decision bottlenecks delayed critical responses.
- How did information gaps affect stakeholder confidence and clarity?

Step 4: Evaluate Crisis Communication

- Was the messaging clear, transparent and timely?
- Were stakeholders informed at the right time with accurate information?



- Consider how communication style and channels may have resonated differently across various stakeholder groups.
- How effectively did your team address misinformation or rumors?
- Did employees at all levels receive appropriate guidance?

Step 5: Extract Key Lessons

- What leadership behaviors helped or hindered response?
- How might the balance between centralized control and distributed decision making be optimized for future crisis scenarios?
- What structural or process improvements are needed?
- Which pivot points (critical decision moments) significantly affected outcomes?
- How did your actual response differ from any existing crisis action plan?

Step 6: Implement Necessary Changes

- Update crisis management plans and communication protocols.
- Adjust leadership training programs based on findings.
- How could you design implementation processes that encourage ongoing adaptation rather than rigid adherence?
- Revise guidelines proven inadequate during your crisis.
- Invest in resources that could mitigate future impact.

Step 7: Document and Institutionalize Learning

- Create an internal crisis review report.
- Develop a detailed timeline reconstructing key events.
- What key insights would be most valuable to share with industry peers without compromising sensitive information?
- What mechanisms could ensure crisis learning becomes embedded despite leadership changes or team turnover?
- Draft warning sign checklists for similar situations

Step 8: Strengthen Cultural Resilience

- How openly can team members discuss mistakes without fear of blame?
- To what extent does your current reward system recognize collaborative problem-solving and adaptive thinking?
- What cultural strengths emerged during your crisis response efforts?
- In what ways did your organizational values guide difficult decisions?
- Identify specific opportunities to practice crisis response skills during non-crisis periods.



Turn Your Evaluation Into Action

After completing this checklist, you'll have a clear picture of what worked, what didn't, and why. Now comes the crucial part – converting insights into improvements:

1. **Prioritize your findings:** select 3-5 critical areas that would significantly boost your crisis readiness if addressed.
2. **Develop an action plan** with designated owners, realistic timelines, and measurable outcomes for each improvement area.
3. **Share key learnings** throughout your organization via updated training, revised crisis protocols, and leadership programs.
4. **Schedule quarterly reviews** of your initiatives to maintain momentum and accountability.
5. **Practice new crisis skills** through simulations before needing them in real situations.