

# Table of Contents – People-Centric Business Continuity Management Plan

Duration 24 Hours

1. Introduction
  - 1.1 Purpose of the Plan
  - 1.2 Scope – Focus on Human and Communication Continuity
  - 1.3 Importance of Soft Skills in BCM
  - 1.4 Organizational Commitment
2. Leadership in Crisis
  - 2.1 Role of Leaders During Disruptions
  - 2.2 Emotional Intelligence Under Pressure
  - 2.3 Decision-Making and Agility
  - 2.4 Leading with Empathy and Clarity
3. Crisis Communication Strategy
  - 3.1 Communication Framework
  - 3.2 Stakeholder Mapping
  - 3.3 Message Crafting – Clarity, Compassion, and Confidence
  - 3.4 Channels and Timing
  - 3.5 Listening & Feedback Mechanisms
4. Team Dynamics and Collaboration
  - 4.1 Maintaining Trust and Morale
  - 4.2 Conflict Management in Crisis
  - 4.3 Virtual and Hybrid Team Engagement
  - 4.4 Collaboration Tools & Etiquette
5. Behavioral Readiness and Resilience
  - 5.1 Building a Resilient Mindset
  - 5.2 Stress Management & Wellbeing
  - 5.3 Psychological Safety During Uncertainty
  - 5.4 Supporting Vulnerable Employees
6. Training and Awareness
  - 6.1 Soft Skills Training for Crisis Scenarios
  - 6.2 Role-Based Simulations (e.g., Communication Drills)
  - 6.3 Mindfulness and Self-Regulation Workshops
  - 6.4 Building a Culture of Preparedness
7. Ethical and Inclusive Crisis Response
  - 7.1 Diversity and Inclusion in Continuity Planning
  - 7.2 Bias Awareness Under Stress
  - 7.3 Ethical Dilemmas and Decision-Making
  - 7.4 Equitable Communication Access
8. Post-Crisis Reflection and Learning

- 8.1 Debriefing with Compassion
- 8.2 Capturing Human-Centered Lessons Learned
- 8.3 Celebrating Team Efforts and Growth
- 8.4 Integrating Feedback into Culture and Strategy

## 9. Appendices

- A. Sample Communication Templates
- B. Psychological First Aid Resources
- C. Team Check-In & Debrief Templates
- D. Recommended Reading/Viewing for Soft Skills in Crisis