

## TABLE-TOP EXERCISE PUTS CRISIS MANAGEMENT PLANS TO THE TEST

*(From: Rivier Today, Summer 2008)*

Rivier College President's Circle brings business leaders together to discuss best practices in responding to workplace violence



Windmill International CEO and Rivier trustee Richard Manganello listens to Nashua Police Capt. Fred Nichols and Lt. Scott Hammond discuss safety factors in responding to bomb threats.

Imagine your CEO's cell phone interrupting your senior staff meeting. The caller says that an employee with a device that looks like a bomb has just entered the building. How do you respond?

In April 2008, participants in Rivier College's third President's Circle event discussed how they would handle the situation. The program completed the first year of the President's Circle with a focus on emergency preparedness. Gerard Group International presented a workplace violence scenario using audio and video presentations to provide details and new developments. Table groups updated their plans of action based on the new information; Gerard Group's Ilana Freedman, CEO, and Scott Winchell, Senior Vice

President, led a discussion on responses and their potential outcomes.

Rich Moore, Vice President & Chief Operating Officer of UPS, Northern New England District said he believes attendees of the seminar came to a quick realization that they had work to do to prepare for different possibilities. "I will be conducting similar exercises with my staff in the future to ensure we have a solid plan," he says.

More than 80 people attended, including Nashua Mayor Donnalee Lozeau and executives from UPS, BAE Systems, Morgan Stanley, the City of Nashua, the Division of Public Health, and The Telegraph. Representatives from area banks, law offices, and large and small businesses attended as well.

Executive Director of Development and Marketing Karen Cooper says, "We're pleased to provide opportunities for local business, government, and community leaders to discuss the issues impacting the citizens of New Hampshire and Massachusetts. The attendance at our events demonstrates that the local business community is placing a value on emergency planning, and the College is honored to initiate dialogues that will enhance the preparedness of the Greater Nashua region."

According to Chris Williams, President and CEO of the Greater Nashua Chamber of Commerce, "Programs such as this are excellent opportunities for members of the community to share expertise and to learn strategies for successfully coping with a variety of emergencies. As the Chamber President, it's encouraging to see collaboration across industries—regardless of their size, companies face similar challenges in developing their crisis management strategies."

Additional President's Circle Forums are being planned for the fall. For more information, contact Karen Cooper at (603) 897-8508.