

ORGANIZATION CRISIS RESPONSE

THIRD PLATEAU SERVICE OFFERINGS





OUR SECTOR'S CHALLENGE

The current crisis is rapidly shifting our operating environment. At a macro-level, we're experiencing a once-in-a-century public health crisis, mass unemployment, and global trauma. On a micro-level, we're working remotely, navigating childcare and schooling at home, and experiencing extreme physical separation from our family, friends, and community. All of this requires organizations to clearly assess their new reality and rapidly respond to the needs of their community.

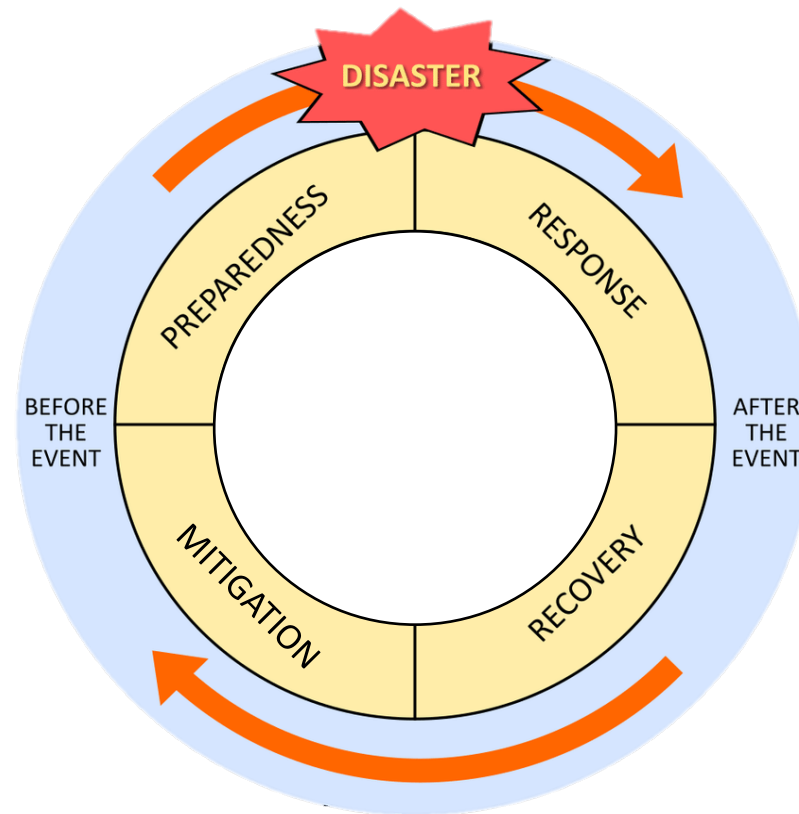
Third Plateau is leveraging our crisis response experience from Afghanistan, Iraq, and various natural disasters and translating best practices to help nonprofits develop systems and strategies to respond, mitigate, and recover from the COVID-19 crisis. We have created (and continue to create) a number of free resources for the community on our [website](#).

The following deck provides a menu for how Third Plateau can provide additional support to your organization or your grantees.



DISASTER CYCLE MANAGEMENT

Third Plateau is applying disaster cycle management to help organizations develop a continuous process to anticipate, minimize, and avoid risks emerging from the COVID-19 crisis.



RAPID NEEDS ASSESSMENT PLANNING

What it is: Clearly, things have changed, so we have to stop thinking about work the same way. The first step in the Response phase is to set about as quickly and objectively as possible to understand what those changes are. This is called a Rapid Needs Assessment, and it's the key to identifying effective and appropriate solutions to real problems within your organization's operational context as well as for the populations you serve.

What we'll do:

- We will help you plan a rapid needs assessment that you can implement to understand how the COVID-19 pandemic and its cascading shocks are impacting the population you aim to serve—whether individuals, communities, and/or organizations. We will work with you to segment your population into groups that may have different needs during this crisis, select a sample for data collection, and develop the questionnaires and tools you'll need.
- Additionally, we will help you plan your internal rapid needs assessment of your organization to more fully understand how the crisis is impacting your finances, staff, operations, and infrastructure. We will help you identify the stakeholders that should be involved in this process, identify the information you need to collect, and develop the questionnaires and tools you'll need.

Time estimate: We would deliver this plan within a one-week timeframe, starting with a kickoff call and 1-2 additional consultations with the client focal point/s.

Pricing: \$2,500





RAPID NEEDS ASSESSMENT PLANNING + IMPLEMENTATION

What we'll do:

In addition to helping you develop your internal and external Rapid Needs Assessment Plan, we will implement it, deliver our findings, and support you to translate that information into meaningful insights that you can use for effective response planning.

Time estimate: We would deliver the plan within a one-week timeframe, implement the rapid needs assessment in week 2, and deliver the findings in week 3. We would start with a kickoff call, have one call to discuss the plan, then do approximately 10-20 30-minute user interviews (depending on the user base and complexity). We would debrief with a 1.5 hour delivery of findings.

Pricing: \$6,000



RESPONSE PLANNING FACILITATION

What it is: Plan before you respond. Many leaders want to jump to action, and while this obviously comes from a place of good intentions, acting before planning is one of the most common mistakes people and organizations make in a crisis, and those mistakes often lead to compounding the problem, not fixing it. Planning needs to happen quickly—every second, hour, and day lost in a crisis context is a missed opportunity to mitigate and ameliorate the impacts, resolve problems that have arisen, and address needs that are going unmet. Especially in the response phase, time is imperative.

What we'll do:

Help you identify the right stakeholders to comprise your Response Planning Team.

Facilitate a 1-day response planning workshop with your Response Planning Team to create a clear and actionable plan for how your organization can best leverage the findings from your Rapid Needs Assessment to navigate the current crisis. This workshop will focus on what your organization can and should be doing to support the population you serve as well as what your team can do internally to ensure the organization itself stays strong in this time of uncertainty.

Time estimate: 1-day planning + 1-day workshop facilitation

Pricing: \$5,000



RISK ANALYSIS, MITIGATION, AND PREPAREDNESS PLANNING FACILITATION

What it is: There are widespread opinions that this crisis is far from over, and the cascading effects will continue to impact our organizations and communities—we need to be prepared. The first step is to identify potential future shocks that may happen and estimate the risk associated with each. Then for, each shock, develop a plan for:

Mitigation: specific actions you can take now to proactively minimize the likelihood or scale of the anticipated shock, as well as the impact if it occurs;

Contingency: how your organization will respond if a given shock occurs—what will you do when it happens, who will do it, when, how, and the resources needed); and

Preparedness: what you need to do now to be ready to act quickly if a contingency plan needs to be activated.

What we'll do:

Help you identify the right stakeholders and form your Mitigation and Preparedness Planning Team

Facilitate a 2-day Mitigation and Preparedness Planning workshop that helps your team assess risk, establish a Mitigation Plan for the highest risk impacts, and build a Contingency and Preparedness Plan to ensure your organization is ready for what's to come.

Time estimate: 1 day of planning + 2-day facilitated workshop; option for follow-on support to implement

Pricing: \$7,500



DEVELOPING A CRISIS AND RISK MONITORING SYSTEM

What it is: Having a Contingency and Preparedness Plan is great, but only if you know when it's time to activate it. A crisis and risk monitoring system tracks key indicators to let your team objectively understand how your internal and external context is shifting, and when key thresholds are met that trigger specific contingency plans.

What we'll do:

Identify the bare minimum information you need to monitor what is happening for the population you serve that enables you to proactively make decisions rather than reactively respond to changes.

Identify the bare minimum information you need to monitor the risks you've planned for in your contingency plan.

Develop the tools and information systems you'll need to collect, analyze, and use that information in real time.

Support you to establish a baseline for each risk and set 'trigger' thresholds for actions in your contingency plan.

Time estimate: We'll suggest information needed in week 1, then develop the needed tools and/or systems in week 2. We will facilitate a 1-hour call to review the tools/systems to support implementation, then meet again for a 1-hour call to review baselines and set trigger thresholds once you have collected the baseline data.

Pricing: \$4,000





TEAM COACHING

What is it: Team coaching takes powerful concepts from individual coaching and brings them into a group setting for teams – whether that is for your leadership team or full staff. This offering is specifically designed to provide leadership training and concepts along with peer support for an integrated approach to learning and reflection.

What we'll do: Third Plateau will facilitate a five-part team coaching curriculum for your team that is designed to ensure your team is firing on all cylinders during this time of crisis. The five-part curriculum will cover core topics including: leading self, leading others, and leading through uncertainty. Our curriculum, which will be tailored to your team's specific needs right now, integrates best practices from leadership development, neuroscience, crisis management, and adult development to support you and your team to show up as your best and most self-aware selves – individually and collectively.

Time estimate: 90-minute group sessions every-other-week or at frequency that makes sense for your team.

Pricing: \$5,000





COHORT COACHING FOR ED'S

What is it: Cohort coaching offers the opportunity to connect with other professionals aligned with your current realities and experiences of leadership. Third Plateau's Executive Director Cohort will provide a dedicated space for learning and connection for Executive Directors during these challenging times.

What we'll do: Third Plateau will facilitate a four-part cohort coaching curriculum for Executive Directors that will blend leadership development content with space for peer connection, support, and idea exchange across the group as you attempt to navigate the unique challenges organizations are facing now and in the coming months. Our curriculum integrates best practices from leadership development, neuroscience, crisis management, and adult development to support you and your peers to learn from one another and infuse best practices into your leadership during these uncertain times.

Time estimate: 90-minute group sessions every-other-week.

Pricing: \$1,000/Executive Director to participate



MENU OF SUPPORT

Third Plateau can provide all of the above supports a la carte or for a total cost of \$20,000.

Service	Price*
Rapid Needs Assessment Planning	\$2,500
Rapid Needs Assessment Planning and Implementation	\$6,000
Response Planning Facilitation	\$5,000
Risk Analysis, Mitigation, and Preparedness Planning Facilitation	\$7,500
Crisis and Risk Monitoring System	\$4,000
Team Coaching	\$5,000
Cohort Coaching for Executive Directors	\$1,000/person
Comprehensive Support with Team Coaching	\$20,000

*We recognize that this is a particularly difficult moment for small community-based organizations and do not want the cost of any of the above services to be a deterrent. Please be in touch to discuss options.





CONTACT

For more information, please contact Daniel Kaufman at daniel@thirdplateau.com.

