

1 establish	a) feedback	1 present	a) action
2 monitor	b) goals	2 achieve	b) employees
3 provide	c) decisions	3 direct	c) ideas
4 set	d) performance	4 take	d) performance
5 make	e) roles	5 improve	e) goals
6 assign	f) standards		

Check the following word partnerships. Find the odd one out in each group.

1 check / assess / look	performance
2 make / achieve / establish	goals
3 reach / do / implement	decisions
4 meet / set / get	standards
5 establish / assign / make	roles
6 reach / deliver / achieve	goals
7 come up with / make / present	ideas
8 achieve / direct / guide	employees

Crisis management experts have identified the following key steps for companies in a crisis. Use them to complete the chart below. Then discuss your answers.

- 1 Set up a crisis management team.
- 2 Try to predict what crises could occur.
- 3 Role play a potential crisis.
- 4 Inform the directors.
- 5 Disclose as much information as you can.
- 6 Analyse the actions you took to deal with the situation.
- 7 Write down and circulate your crisis management programme.
- 8 Practise making decisions under stress.
- 9 Work out an action plan to ensure the crisis does not happen again.
- 10 Find out what happened and how it happened.

Before the crisis

During the crisis

After the crisis