# Post-Crisis Evaluation Playbook

This playbook offers a structured approach to conduct post-crisis evaluations with the aim of identifying key lessons and improving future crisis response efforts. It guides through data collection, analysis, and the integration of findings into organizational practice.

### Step 1: Prepare

Begin the evaluation by assembling a diverse team with expertise in various areas relevant to the crisis. Ensure the team has access to all necessary information and data sources.

### Step 2: Review

Conduct a comprehensive review of the crisis management activities. This includes timelines, decisions made, communications, and the effectiveness of response strategies.

### Step 3: Collect Data

Gather both quantitative and qualitative data. This can involve surveys, interviews, document analysis, and reviewing performance metrics.

### Step 4: Analyze

Analyze the data to determine the strengths and weaknesses of the crisis response. Look for patterns, causes of success or failure, and any unexpected outcomes.

### Step 5: Summarize Findings

Create a comprehensive summary of the findings that highlights what worked well and what did not. Ensure the findings are clear and well-supported by evidence.

### Step 6: Develop Lessons

Identify actionable lessons learned. Focus on concrete recommendations for improvement that could be implemented in future crises.

### Step 7: Disseminate

Share the results of the post-crisis evaluation with all relevant stakeholders. This may involve presentations, reports, workshops, or training sessions to ensure widespread understanding.

### Step 8: Integrate

Work with the organization's leadership to integrate the lessons learned into policy, training, and practice. This may involve updating procedures, creating new policies, or modifying response plans.

### Step 9: Monitor

Monitor the implementation of the recommended improvements and assess their effectiveness over time. This may require setting new performance metrics and regular review intervals.

## General Notes

### Confidentiality

Take appropriate measures to protect sensitive information and maintain confidentiality throughout the evaluation process.

### Stakeholder Involvement

Engage stakeholders throughout the process for a more comprehensive evaluation. Their input can provide valuable perspectives and ensure that the findings are relevant and accepted.

### Continuous Improvement

View the post-crisis evaluation as part of a continuous improvement cycle, where each crisis becomes an opportunity to learn and enhance organizational resilience.