

TRUSCOTT

Crisis Leaders

LOG KEEPING

Ineffective management procedures for critical information requirements include failure to post or display them in a conspicuous and timely manner, failure to update them once answered, and the failure of decision makers to recognize when information requirements have been answered.

The log containing the company's record of events, decisions and process may become a legal document subject to internal investigations and external inquiries. Log keepers must have a clear understanding of their duties and responsibilities and be frequently practiced in their ability to record the team's interaction with multiple stakeholders simultaneously. The log is a written chronological record of all activities and it may be used as evidence at any future enquiry.

As time allows the log keeper may record a timed schedule of reporting deadlines from details supplied by the team and monitor compliance with those deadlines. If further time allows the log keeper may also record a schedule of agreed commitments and monitored the schedule to ensure the team is reminded of their commitments.

In meeting the challenges presented by information overload log keepers must understand the team decision-making and problem-solving process and how to optimize information tools in recording and prioritizing information.

To handle, prioritize and record information from multiple stakeholders simultaneously, log keepers must use a practiced format so they can multitask, that is listen to multiple conversations, screen, prioritize and record the critical information.

A well-thought-out plan, even when supported by capable command and control technology and systems, must be executed by personnel who are trained and understand how to use information to accomplish the task.

