

Turning crisis into triumph

My understanding their are shortage of bus drivers that are affecting students getting to class. One thing came to my mind is training the 16 years old that in a household to drive with a license, not a permit. So they can drive them and their sibling to school. If this a household where a parent or parents have more than one vehicle. Maybe that will lift some of the weight off the school district not having enough bus drivers or the parents can take them to school. However, is there any young people in that district that is a young graduate from high school that is looking for a part-time job? While only attending a temporary Vocational College that needs work. There are avenues to solve these issue. The next crisis is one that I focused on previously - having a prepaid problem center in every community for individuals that are mental health, employee that are suffering burnout on the job and people when natural disaster hit, ~~that~~ they suffer trauma.

We need that prepaid problem center to be with counselors who specialize in those area because this is our new ~~normal~~ normal mental health and trauma. People

should be able to walk in a place like this, getting counseling on the spot. Why should they have to call a 1-800-number? This center is important - when natural disaster hit people are emotionally burned out especially the first responders and people in the community. For example, these people are going through in Kula, HI. Do they have somewhere they can ~~get~~ get counseling to help the cope? People don't know how to deal with the uncertainty that comes next or what their next is. I always had a desire for each community to have a signal detection so when there is a sign of fire it will reach the fire station. Information can change a disaster - if we have it in place. For every community each person should think about the three crisis stages that (Miller, 2018, p. 183) pre-crisis, crisis, post-crisis.

Miller (2018) divides the pre-crisis stages into sub-processes; signal detection, ~~prevention~~ prevention, and crisis preparation (183). These sub-processes will take precedence in different ways for different crisis. For example, residents of "tornado alley" in the midsection of the United States know that there is little to do to prevent a tornado. However, it is possible to improve the tracking of tornadoes

(Signal detection and to let the public know exactly what should be done if a tornado is imminent. (Crisis preparation). What about wildfire is it possible before hand to capture the fires when it starts? In contrast, the subprocess of prevention can be seen as central to the pre-crisis stage in the case of terrorism. During the crisis stage, there is a trigger (e.g., product failure, natural disaster) that threatens an organization's survival or reputation (Miller, 2018, p. 184). During this period, there is a great deal of uncertainty, and people inside and outside the organization, try to make sense of what is happening (Miller 2018).

After this initial process of recognition, communication during the crisis stage shifts the process of crisis containment (Miller 2018) such as mitigating damage and dealing with immediate issue of information dissemination. In post-crisis stage, communication focuses on determining responsibility, communicating with a wide range of stakeholders, perhaps apologizing (Miller, 2018) establishing a system for coping with similar crises in the future. For example, the disastrous grounding of the Costa Concordia cruise ship in 2012 led to important recommendations about safety for both the cruise lines and for passengers (Miller, 2018). In all three stages, communication process play a

a key role in coping with a wide range of these unplanned change processes (183). Viewing crisis from an information perspective can change the process of solving the issue. All over the United States, United Kingdom and Continents we need problem centers that meet the people's mental health issues, dealing with workers' burnouts and community trauma from disasters. Many communities may have to revamp the funds to create this prepaid problem center. Another thing I believe the 911 center should be in this building as well. So the cost can be combined together for the problem center. I hope this idea resonates with everyone in the communities in America, United Nations and the Continents.

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Work cited

Miller, K. (2018). Organizational communication: Approaches and processes (7th ed.) Stamford, Ct: Cengage