

# Responses to Emergency and Crisis

## 突發及危機事件應對

### 1. Techniques for Handling Emergencies

#### 突發事件處理技巧

##### ○ Flexible Response to Unexpected Situations

##### 彈性應對突發狀況

- Techniques for adapting to sudden changes in work priorities (e.g., urgent tasks)  
應對工作優先級突然變化的技巧（例如：臨時交辦的緊急任務）
- Strategies for quick decision-making under pressure  
壓力下的快速決策策略

##### ○ Handling On-Site Incidents During Events

##### 活動現場突發事件處理

- On-site management and task delegation techniques  
現場指揮和分工技巧
- Basic problem-solving steps for common event disruptions (e.g., technical failures, attendee issues)  
針對常見活動干擾的基本解決步驟（例如：技術故障、參與者問題）

### 2. Communication and De-escalation Techniques

#### 溝通與緩和技巧

- External response and internal communication techniques during emergencies  
突發事件中對外應對及對內溝通技巧
- Calming upset individuals (e.g., colleagues, visitors)  
安撫情緒激動的對象（例如：同事、訪客）

### 3. Development of Crisis Management Mechanism

#### 訂立危機處理機制

- The Flow of Crisis Management  
危機應變的流程
- Categorization of Crisis and Urgency  
事件分類與急緩輕重
- Reporting Mechanism  
匯報機制