



Probing the Pandemic

Debriefing our Response &
Institutionalizing What We Learned



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Local governments and utility organizations demonstrated that they could be responsive, nimble, and adaptive in the face of the COVID-19 pandemic. They responded to a viral emergency by leaning on techniques rooted in emergency incident and disaster response trainings. No one had pandemic response expertise until they developed it in real time.

Learning is iterative and experiential. Maximizing organizational learning from the pandemic response requires intentional after-action debriefs. As local governments and utilities “reopen,” there will be a push to go back to the old way of doing things. Before we do that, though, what about the new way of working is worth keeping?

- 1 Initial Response**
- 2 Obstacles**
- 3 Coordination**
- 4 Communications**
- 5 Looking Forward**
- 6 Reflection**

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Coordination

What have other departments and internal partners done that helped your department deliver services?

How have external partners supported service delivery?

How have you been asked to support other partners?



Communications

How have internal communications improved? Where did internal communications decline? What should we do differently in a similar situation?

How have external communications improved? Where did external communications decline? What should we do differently in a similar situation?



Looking Forward

What were we forced to do that we may want to institutionalize moving forward?

Now that a vaccine is on the horizon, what challenges are most prominent for your department?

What does the department need to do differently to address these challenges?



Reflection

Why have we overcome some obstacles but not others? What can be learned?

What other reflections would you like to share?
