Aikinen

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"Optimizing the Pieces Together"

Crisis/Conflict/Mediation & Risk Management

Every business executive or owner knows each day brings a new set of unexpected challenges. There are days, however, when events happen that defy description in terms of chaos, anxiety, and can lead to very destructive financial loss or ruin. When a crisis event happens in a business, there is a mad scramble as to what to do. Having a well developed and designed **Crisis Management Program** and **Team** in place alleviates the majority of the **"what should we do now"** scenarios.

Finance and **Information Technology** tops the charts where there is the greatest **risk**. Having correct financial and IT security controls in place in addition to a business plan which ensures the business can continue to operate is the key to survival. For companies that have had a major loss of business data, 43% never reopen and 29% close within two years. A complete risk assessment from top to bottom, not just of the financial and IT controls but the entire organization is necessary to produce a viable and comprehensive **Crisis**, **Recovery**, and **Risk Program** that will protect the organization. **Business Continuity, Incident/Crisis Management Planning, Disaster Recovery Protocols, Risk Assessment, Quality Audit/Assessment, Executive Coaching, Mediation** and **Other Conflict Resolution** methods are utilized to create the optimal plan.
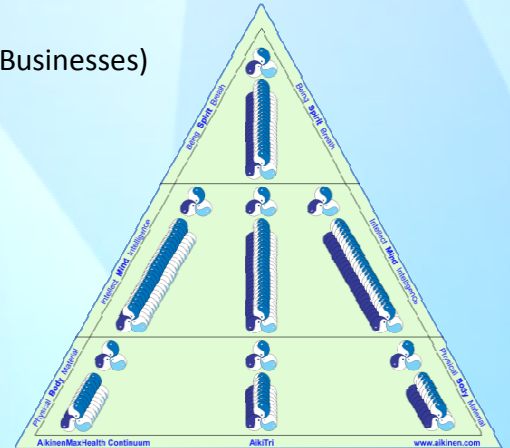
In addition to surprise events, there are the normal every day business processes and departmental activities in Finance, IT, Sales, Marketing, Operations, Product Management, and Human Resources which if are not running correctly, can lead to **systemic risk** that builds up over time until it leads to undesired results and multiple crises. Also in this category are **Management Personality Conflicts** and **Challenges** and **Employer/Employee Conflicts** that escalate or are long standing and reach a critical level that need to be addressed immediately. Many conflicting situations can be remedied without having to resort to firing an employee or a possible and expensive lawsuit if a **skilled Executive** and **Business Coach** with **crisis/conflict management skills** can proactively address the situation and bring it to a **win/win resolution**. Incidents and situations happen in the workplace which many times require an outside and independent skilled negotiator to bring order back into the picture and to provide suggestions and solutions to move the conflict forward to complete resolution. *Aikinen* models and principles provide the unique framework to get situations resolved.

I have **over 30 years** of experience in resolving **Mission Critical Business Processes** at every level and department including Information Technology, Finance/Accounting, Sales, Marketing, Operations, Product Management, Quality Assurance, and Human Resources. I have solved extremely complex business challenges which confounded management, bringing them to resolution. I am able to bring out the strengths and talents of the existing management team to facilitate greater levels of cooperation and performance gains. Contact me to discuss the various **Crisis/Conflict**, **Mediation** and **Risk Management** options available.

Available via Annual Retainer/Per Meeting/Project/Hourly

Crisis/Conflict/Mediation & Risk Management Services Offered

- **Mediation/Resolution** of Disputes (Personal/Executive/Family Owned Businesses)
- **IT/Technology Risk Assessment and Planning**
- **Site and Facility Risk Assessment**
- **Key Sales and Sales Performance Risk Assessment**
- **Insurance/Liability Risk Assessment and Evaluation**
- **Executive Risk Assessment**
- **Comprehensive Business Risk Assessment**
- **Comprehensive Home/Security Risk Assessment**
- **Comprehensive Personal Health Risk Assessment**
- **Website Health/Errors/Security Risk Assessment**
- **Software Design/Project Risk Assessment**
- **Quality Audit/Assessment**
- Business Continuity/Recovery Management and Resiliency Planning
- Employee Confrontation , Workplace Crisis, Coaching Difficult Executives and Managers
- Succession Planning of Owners/Key Management Talent
- Crisis Management Preparation, Prevention, and Planning
- Incident Management (Employee or Non-Employee Based) and Contingency Planning
- Threat Risk Analysis (TRA) (Sabotage, Cyber Attack, Power /Telecommunications/IT Outage, Theft)
- Crisis Communications with Public, Employees, Vendors
- Containment, Damage Control and Turnaround Strategies in Crisis
- Crisis Management Team (CMT) Development/ Disaster Recovery Committee
- Data Loss/Software Loss and Insurance Review
- Hot/Warm/Cold Alternative Work Sites Planning and Strategy
- Advanced Negotiation and Persuasion Principles
- Reducing or Eliminating Old Business, Personality, and Team conflicts

Professional Services

Board of Directors/Advisors

Outside Director of the Board of Directors/Advisors. Organizations face mounting complexities due to both financial regulation/accountability and increasing complexity of information technology systems/software in every department. This increase in complexity creates situations where it's critical to make correct decisions or poor performance and negative financial consequences result.

Executive/Business Management Consulting and Coaching

Management is responsible for answers to perplexing business issues, financial & IT security controls to keep the organizations viable and secure, and sales/marketing strategy which keeps the organization growing providing increasing opportunities for everyone. The **Aikinen** "**AikiTri**" models work to resolve various types of conflicts/challenges so companies can operate at peak efficiency.

Virtual CIO/CISO

Executive level seasoned IT Management Planning and Cybersecurity for companies which do not have a full time senior level CIO, CISO, VP IT, or IT Director. Technology roadmaps, security and disaster recovery plans. IT purchasing/vendor management, software/hardware architecture, and high availability systems/software management.