

Track	Advisory and Advocacy		
TSC Category	Management		
TSC	Crisis Management*		
TSC Description	Manage and oversee the legal response to crises or incidents		
TSC Proficiency Level	Basic	Intermediate	Advanced
TSC Proficiency Level Description	Understand incident response protocols and support the management of crisis	Execute incident management strategy, providing legal guidance and facilitating responses	Lead the remediation and resolution of incidents at the organisational level
Knowledge	- Crisis management plan and protocols - Types of incidents / crises, and its impact on business - Key stakeholder groups - Relevant laws and regulations (e.g., Personal Data Protection Act 2012, Companies Act 1967)	- Industry standards and best practices in incident management - Crisis analysis techniques (e.g., issue spotting, initial triage) - Risk mitigation strategies - Crisis management network intelligence	- Advanced crisis analysis techniques (e.g., cross-border legal risk assessment) - Advanced risk mitigation strategies - Stakeholder influence techniques - Crisis communication strategies (e.g., media training, drafting press releases) - Process enhancement and policy development techniques
Abilities	- Gather relevant information and identify the root cause of the incidents - Provide preliminary guidance to senior team members on legal impact of incident - Coordinate and perform tasks to implement the incident management strategy (e.g., managing documentation, tracking deadlines, draft communications, supporting legal proceedings) - Identify and communicate key legal issues in real-time to relevant stakeholders - Contribute to implementation of post-incident corrective processes and policies (e.g., drafting guidance notes)	- Assess the legal risks and implications and recommend appropriate actions - Assess and triage legal and operational priorities in crises to support timely and effective decision-making - Implement incident management processes (e.g., conducting interviews, reporting of data) - Manage communication with regulatory bodies and internal stakeholders (e.g., communication of legal strategy, drafting responses to regulators) - Support post-incident corrective processes and policies (e.g., training sessions)	- Establish the legal risk management approach for an incident to mitigate legal exposure and risk to the organisation - Provide strategic guidance to high-level internal stakeholders to guide key stakeholder decisions - Strategise communication with regulatory bodies and internal stakeholders - Drive improvements in the company's crisis response and legal protocols, implementing changes to minimise future risk
Job Roles	Legal Counsel	- Legal Counsel - Senior Legal Counsel	General Counsel

*Under the Skills Framework for Legal Services, this TSC is known as Crisis Management for Legal Professionals.