

Improve Intelligence: Mastering Adaptability in Emergency Response

SPEAKER

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CONNECTING RISKS THAT MATTER

Unscripted Resilience

We "help people see so you can solve" across transportation, tourism, and sports & entertainment industries.





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Unscripted resilience: Improv as a training tool for business continuity and emergency management leaders

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career spanning higher education, governemergency management, business continuity nities, no matter the circumstances. laeson has significantly contributed to the field through his innovative strategies and Effective leadership training is crucial for for practical solutions. He leverages his extensive industries in strategising and implementing obust, sustainable resilience programmes.

Abrielle (Abbey) Grasty is a leading expert in business resilience, known for her exceptional ability to design and implement the paper highlights how improv fosters team continuity programmes that support organisa- building by encouraging collaboration, trust and tions nationwide. With experience spanning mutual support among team members. By levretail, non-profits, life sciences, healthcare, utilities and more. Abrielle has consistently their leaders with the skills to manage rea delivered tailored, sustainable solutions that world emergencies, maintain resilient operations Her dedication to the field is driven by a connects improv training to established leaderrive in the face of uncertainty, ensuring they emergency and emergency management.

management executive with a distinguished come their way. Through her work, Abrielle developing and enhancing organisational sustain their missions and serve their commu

tering organisational resilience and ensuring emergency management and business continuit Traditional training methods often fail to develop to advancing the maturity and effectiveness for crises. This paper explores the innovative of resilience initiatives, ensuring organisations use of improvisational (improv) techniques as are well prepared to navigate and thrive amid a potent training tool for developing critical leadership skills. Improv exercises enhance adaptability, quick decision making and clear communication, preparing leaders to handl enhance operational readiness and stability. and strengthen team cohesion. The paper also passion for helping businesses survive and ship theories, underscoring its critical role in









What are you hoping to get out of this session?



"Houston, we've had a problem." Apollo 13 – Successful Failure



From Challenges to Capability

Problems

- 1. Built for predictability, not chaos
- 2. Traditional training builds knowledge but not always agility.
- 3. Skills learned are too rigid
- 4. Teams can freeze or fragment under pressure.

Improv

Solutions

- 1. Train for unpredictability as well as procedure.
- 2. Build skills in quick thinking, flexibility, and collaboration.
- 3. Practice adapting together before it counts.





What is Improv?

Improvisation ("improv") is creating responses in the moment without a predetermined script.

Word Association

Quick-thinking warmup

Yes, And

Build on ideas, don't block them

Scene Building

Act out evolving scenarios

Role Reversal

Step into another perspective





Why Improv Works

01

40% Faster, Better Decisions – Crisis simulations improve decision speed and accuracy under pressure (MDA Training, 2025)

02

Stronger Teams – Experiential methods boost team performance by 25%, with 63% reporting better communication and 61% higher moral (flair HR 2024, MDA Training, 2025)

03

Adaptive Leaders – Experiential training raises adaptability by ~29% and leaders with high EQ deliver 37% stronger results (MDA Training, 2025)





Micro-Activity: Yes, But / Yes, And

- Step 1: Pair Up
 - Turn to the person next to you.
- Round 1: "Yes, But..."
 - One person suggests a crisis action (e.g., "Let's evacuate the building").
 - Partner responds: "Yes, but..." + a reason it won't work.
 - Go back and forth for 90 seconds.
- Round 2: "Yes, And..."
 - Same setup, but this time every response must start with "Yes, and..."Build on the idea together for 90 seconds.







Real-World Improv Saves the Day









The Improv Activity – The Infomercial Challenge

- Draw Your Scenario: Each team is assigned a common emergency management or crisis challenge.
- Invent Your Product or Technology: Something new, bizarre, or innovative to solve the problem.
- Build Your Infomercial (5–7 min prep):
 - Product Name
 - Tagline/Slogan
 - Key Features (the more over-the-top, the better)
 - Famous Spokesperson (real or imaginary)
 - Demo act out how it works
- Perform: 1–2 min "live infomercial" for the group.





Key Takeaways



Plans are a Starting Point



Adaptability Wins the Day



Practice Low Stakes

→ Perform High

Stakes



Download the Improve Intelligence: Team Adaptability Toolkit

Good problem-solvers are good improvisers.

Download the Improve Intelligence: Team Adaptability Toolkit to assess your team's resilience, identify growth opportunities, and bring practical improv activities.





Scan me!



Connect with me.

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Questions?

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MATRIX

Thank You!

