Contents

Prefac	ce	ix
Introd	duction	xiii
1.	The Emergency Manager: Leading in a Crisis	1
2.	Crisis Decision Making	19
3.	Disaster Operations: The Art of Operations	39
4.	Decision Graphics: The Green Light System	67
5.	The Emergency Operations Center	79
6.	The Press, Friend and Foe	111
7.	The National Incident Management System and the Incident Command System	127
8.	Technology and Social Media	159
9.	Building the Team: The Core Liaison Group	173
10.	Training the Team	189
11.	Resources: Decision Aids and Worksheets	277
FEMA	Glossary	341
Suggested Readings		363
ndex		367