



CRISIS COMMUNICATIONS EXPERTISE & PARTNERSHIP

When a crisis hits, leaders face immediate pressure, internal questions, external scrutiny and decisions that need to be made quickly and communicated clearly. In these moments, organizations need more than advice. They need a partner who understands how to protect reputation, maintain trust and bring structure to fast-moving situations.

Resolute has decades of experience guiding organizations through ransomware attacks, workplace incidents, safety issues, reputational controversies and other high-stakes challenges. We understand sector-specific pressures and what stakeholders expect in the first minutes and hours of a crisis.

Our team works directly alongside leadership, legal counsel, HR, operations and communications teams to align decisions, messaging and actions. Clients often tell us we feel like an extension of their organization, steady, responsive and focused on the details that matter.

Throughout the incident, we manage communications across all audiences, ensuring updates are timely, accurate and responsible. And when the crisis stabilizes, we help organizations capture lessons learned, update protocols and strengthen future readiness.

Resolute provides the structure, clarity and partnership needed to navigate uncertainty from start to finish.

WHY ORGANIZATIONS CHOOSE RESOLUTE



Deep experience across complex crises



Clear, actionable communication guidance



Alignment with legal & operational teams



Transparent, fact-based messaging



Calm, support from first call to resolution

HOW WE WORK WITH YOU

✓ Assess the Situation

Understand facts, risks, and stakeholder impact.

✓ Align Decision-Makers

Clarify roles, responsibilities, and next steps.

✓ Manage the Narrative

Draft internal and external messaging, monitor developments and maintain accuracy.

✓ Support Leadership

Provide real-time counsel, prepare spokespeople, and coordinate cross-functional communication.

✓ Restore Stability

Guide recovery, ensure final communications are handled properly, and help rebuild long-term trust.