

Leadership & Decision Making in Crisis & Emergency Situations

Course objectives:

by the end of this crisis leadership training course, participants will be able to:

- Understanding the nature of crises, identifying their potential effects, and how to prepare for them
- Managing their own feelings and the team's feelings in times of crisis, especially stress and negative emotions
- Proactive planning during the various stages of crisis management
- Identify expected behaviors before, during and after crises and how to deal with them
- Formulate a clear, convincing vision to guide and motivate people into a post-crisis future

Course Outline:

Is there an organization immune to crises?

- What is the crisis and its nature?
- What are the potential critical risks?
- Institutions' responses to crises
- Traits of leaders in times of crisis
- Create a proactive crisis management culture
- Managing the “denial curve”
- Effectively dealing with “groupthink” in times of crises
- Practical cases

Leading teams and organizations during crises

- Six key steps for effective team management during crises

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- Formation of the team, and who are the main members
- Avoid the most common mistakes in crisis communication
- Use social media to communicate with various stakeholders
- Motivate your team and maintain its productivity in times of crisis
- Crises and remote working conditions

Making decisions in times of crises

- Rational behavior in times of crises
- Applying the foundations of psychology and sociology in crises
- Foundations of individual and collective decision-making in crises
- Stress management techniques in times of crises
- How different personalities respond to crises
- Factors that help or hinder your leadership in crises
- Emotional intelligence in times of crisis

Leading operations, incidents, and emergency response

- The three levels of leadership: strategic, tactical and operational
- Key roles and responsibilities of team members
- Using delegation during crises
- Searching for opportunity in times of crisis - looking beyond the horizon
- Establish a clear and inspiring vision for getting out of the crisis
- Managing the work to achieve continuity
- **Crisis management team training**
- How to build a culture of learning and development during crises
- Determine the training needs of the crisis management team

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- Useful crisis management exercises
- The art of acquiring effective habits to deal with warning signals and crises
- Using scenarios to deal with crises
- Personal development plans

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