



Management And Leadership

Crisis Management and Resolution

Course Introduction

In today's fast-paced and unpredictable environment, effective crisis management is crucial for ensuring organizational resilience and sustainability. This course provides a comprehensive overview of crisis management strategies, equipping participants with the tools and knowledge needed to navigate various types of crises. From understanding the crisis lifecycle to implementing robust communication strategies, this course will prepare you to lead your organization through challenging situations and emerge stronger.

Target Audience

- Crisis Management Professionals
- Executives and Senior Leaders
- Risk Managers
- Communications Specialists
- Team Leaders and Managers

Learning Objectives

- Understand the strategic overview of crisis management and its importance in an organizational context.
- Recognize and differentiate between operational, reputational, and financial crises.
- Explore each phase of the crisis lifecycle and its implications for effective management.
- Utilize techniques for identifying and prioritizing risks to enhance organizational preparedness.
- Create robust and flexible crisis management plans that align with organizational strategies.

- Adapt leadership styles, foster team resilience, and empower employees during crises.
- Develop a communication strategy that ensures trust and transparency during crises.
- Understand cognitive biases, utilize strategic decision frameworks, and navigate ethical dilemmas.
- Assess the effects of crises on operations and reputation, and integrate lessons learned into future planning.
- Analyze real-world case studies and participate in crisis simulation exercises to practice response strategies.

Course Outline

• 01 Day One

Strategic Crisis Management Framework

- Defining Crisis Management: A strategic overview.
- Types of Crises: Focus on operational, reputational, and financial crises.
- Crisis Lifecycle: In-depth exploration of each phase and its implications for management.

Risk Assessment and Organizational Preparedness

- Comprehensive Risk Assessment: Techniques for identifying and prioritizing risks.
- Crisis Management Planning: Developing robust, flexible plans aligned with organizational strategy.
- Training and Simulations: Best practices for preparing teams and stakeholders.

• 02 Day Two

Leadership in Crisis Situations

- Leadership Styles: Adapting leadership approaches during a crisis.
- Building Team Resilience: Techniques for fostering a resilient organizational culture.
- Empowering Employees: Encouraging initiative and decision-making at all levels.

Strategic Communication in Crises

- Developing a Communication Strategy: Framework for internal and external communications.
- Crisis Messaging: Crafting messages that maintain trust and transparency.
- Media Relations: Managing media inquiries and public perception.

• 03 Day Three

Decision-Making Under Crisis Conditions

- Cognitive Biases in Decision-Making: Understanding how stress affects judgment.
- Strategic Decision Frameworks: Tools for making informed decisions under pressure.
- Ethics in Crisis Management: Navigating moral dilemmas and maintaining integrity.

• 04 Day Four

Post-Crisis Analysis and Organizational Learning

- Impact Assessment: Evaluating the effects of the crisis on operations and reputation.
- Continuous Improvement: Integrating lessons learned into future planning.
- Rebuilding and Recovery: Strategies for restoring normalcy and enhancing resilience.

• 05 Day Five

Practical Applications and Case Studies

- Real-World Case Studies: Analyzing successful and unsuccessful crisis responses.
- Crisis Simulation Exercises: Role-playing scenarios to practice response strategies.
- Peer Discussions: Sharing experiences and insights from participants' own organizations.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 7, 2025	April 11, 2025	5 days	4250.00 \$	UAE - Dubai
May 18, 2025	May 22, 2025	5 days	2150.00 \$	Virtual - Online