



Management And Leadership

VUCA Leadership: Managing Crisis and Making Decisions

Course Introduction

“80 percent of Leaders who change their behaviour after training go back to their old ways within six months, often because the training was too voluminous, hard to remember and difficult to apply.” - Grovo and Wakefield Research, **2016**

The urge -for better management and leadership trainings- has never been as much needed as now in the **VUCA** world. Leading employees in a **VUCA** environment requires a different kind of mindset and skills than what was practiced in earlier times. Leaders now need to move beyond business-as-usual and find ways to thrive in the complex and uncertain environment in which we live and work.

This training course is designed to provide participants with the relevant knowledge and key concepts in managing crisis in a **VUCA** environment, identify VUCA situations, and effectively make decisions to mitigate the effects to the organization.

Target Audience

- CEOs, CFOs, COOs, and other top executives who are responsible for steering the organization through volatile and uncertain environments. They need advanced skills in crisis management and decision-making under pressure.
- Board Members: Individuals who play a strategic role in guiding the organization and making high-stakes decisions during crises.
- Directors and Vice Presidents.
- Middle Managers.
- Department Heads and Regional Managers.
- High-Potential Leaders.
- Emerging Leaders.
- Project Leaders.

Learning Objectives

By the end of this training course, participants will be able to:

- Gain a comprehensive understanding of the VUCA world, the VUCA concept, and the competencies it takes to lead a VUCA environment.
- Analyze and make rational decisions before, during, and after crises and emergencies
- Learn the individual and collective psychology and organizational dynamics in crises and emergencies
- Effectively lead teams and organizations in crises and emergencies
- Solve problems and manage crises and emergencies in a VUCA environment.
- Apply ethical factors in crisis and emergency leadership

Course Outline

• 01 Day One

The VUCA World

- VUCA Concept
- What does Effective leadership mean to you as a leader?
- Competencies of great leaders
- What does Volatility, Uncertainty, Complexity and Ambiguity (VUCA) mean for the “New Work” we experience today?
- Why do all traditional leadership styles fail to be effective in this VUCA environment?
- Why employer branding has become both difficult and essential in a VUCA world?
- Why employees leave their (traditional) managers and not their companies?
- How “NOPA” provides a both flexible and highly effective response to the VUCA world?

• 02 Day Two

Decision Making: From Complexity to Clarity

- Why so complex?
- Check and Clarify: The Keys to Gain Clarity
- Using RACI to Define Roles and Responsibilities
- Problem Solving and Decision-making Methods to Aid Clarity
- Communicating Clarity to Your People
- Psychology and Dynamics of Crises and Emergencies
- The nature of crises and emergencies
- Individual psychology under crisis and emergency conditions
- Collective psychology under crisis and emergency conditions
- Evolution and dynamics of crises and emergencies
- Crises and emergencies don't just work 8-hour days
- Tasks of leaders before, during, and after a crisis or emergency

• 03 Day Three

Rational Decision-Making in Crises and Emergencies

- Instinct, intuition, and reason
- Rational decision-making processes
- Individual and collective Decision-Making
- Psychology & human behaviour, solutions to improve your Decision Making
- Delegation through mission-based leadership
- Structured hierarchical planning and operations
- Leading Teams and Organizations
- Roles and responsibilities of leaders in crises and emergencies
- Crisis/emergency management organization
- Creating effective and efficient teams through rapid teambuilding
- Creating effective and efficient interagency cooperation and collaboration
- Organizational & team dynamics: morale, cohesion, mood, unity of purpose
- Principles of operational command and leadership

• 04 Day Four

Solving the Problem: Managing the Crisis or Emergency

- Seeking cause & effect to solve problems, not blame or responsibility
- Creating and running a crisis/emergency Command Centre
- Elements of risk management: prevention, response, containment & recovery
- Principles of business continuity and crisis operations
- Information gathering and situational awareness
- Operational rhythm, routines, and information management

• 05 Day Five

Ethical Factors in Crisis and Emergency Leadership

- Caring for subordinates and their families
- The leader's self-care
- Responsibilities to authorities, the public and/or victims
- Managing and leveraging Social Media
- After-action review and lessons learned processes
- Preparing for the next crisis or emergency

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 12, 2025	May 16, 2025	5 days	4250.00 \$	UAE - Dubai
July 7, 2025	July 11, 2025	5 days	5950.00 \$	switzerland - Geneva
Oct. 13, 2025	Oct. 17, 2025	5 days	4250.00 \$	UAE - Dubai