



Management And Leadership

Crisis Management and Resilience

Course Introduction

In today's volatile and fast-paced business environment, effective crisis management and business continuity planning are critical for organizational success and resilience. Knowing how to respond effectively during a crisis is not just a skill but a crucial responsibility for top leaders, as their decisions significantly impact the organization's recovery and long-term sustainability.

This comprehensive 5-day program is designed for leaders to enhance their leadership capabilities during times of uncertainty and disruption. The course provides participants with a deep understanding of how to anticipate potential crises, manage internal operations, and maintain clear communication with external stakeholders. Through interactive sessions, practical exercises, and real-world case scenarios, leaders will learn to navigate complex challenges while safeguarding their organization's reputation, employees, and operations. By integrating best practices and proven strategies, this program equips participants with the tools needed to foster a culture of preparedness and long-term resilience.

Target Audience

- Executives and Senior Managers.
- Risk Management Teams and Managers.
- Corporate Communication Teams and Managers.
- Government Officials.
- Emergency Management Personnel.
- Law Enforcement.
- Hospital Administrators and Managers.
- Healthcare Providers.
- Public Health Officials.
- School Administrators.
- Teachers and Counselors.
- Higher Education Institutions.
- Veterans Affairs Administrators.
- Business Owners.

- Operations Managers.
- Utility Managers.

Learning Objectives

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

- Strengthen ability to respond promptly and effectively during crises, ensuring decisions are aligned with organizational priorities and stakeholder needs.
- Identify and assess potential crises that may impact Taqa Water Solutions.
- Develop effective internal leadership strategies to ensure team cohesion and operational stability during emergencies.
- Enhance external communication and stakeholder management techniques to maintain trust and transparency.
- Establish a solid foundation for business continuity planning and apply practical strategies to maintain critical operations and minimize disruptions during crises.

Course Outline

• 01 Day One

Understanding Crisis Management: Foundations of Crisis Management

- Definition and types of crises (operational, reputational, environmental, etc.)
- The role of leadership in crisis management
- Key stages of a crisis: Preparation, response, recovery
- Identifying early warning signs of a potential crisis
- Assessing risks specific to the water solutions industry
- Building a crisis management framework
- Importance of aligning crisis response with organizational values

• 02 Day Two

Internal Leadership During a Crisis: Managing Internal Teams and Operations

- Ensuring staff safety and well-being during emergencies
- Establishing clear communication channels within the organization
- Delegating responsibilities effectively during high-pressure situations
- Keeping employees engaged and informed amidst uncertainty
- Decision-making under stress: Tools and techniques
- Creating a culture of resilience and adaptability

• 03 Day Three

External Communication and Stakeholder Engagement: Managing External Relationships

- Crafting a crisis communication plan for stakeholders and the public
- Navigating media relations during a crisis
- Collaborating with regulatory bodies and authorities
- Addressing customer concerns and maintaining trust
- Ensuring transparency while safeguarding sensitive information
- Leveraging partnerships for crisis support and recovery
- Managing social media and digital platforms during crises

• 04 Day Four

Business Continuity Foundations and Practical Crisis Strategies

- Understanding the core principles of business continuity planning
- Developing a business impact analysis (BIA) to prioritize critical functions
- Setting up an effective incident response structure and chain of command

• 05 Day Five

Business Continuity Foundations and Practical Crisis Strategies

- Strategies for maintaining essential operations during disruptions
- Leveraging technology and automation for continuity during crises
- Practical tools for managing resources, including workforce and finances, in emergencies
- Conducting regular drills and simulations to test and refine continuity plans

Confirmed Sessions

FROM	TO	DURATION	FEEES	LOCATION
June 16, 2025	June 20, 2025	5 days	4950.00 \$	England - London
Sept. 1, 2025	Sept. 5, 2025	5 days	4250.00 \$	UAE - Dubai
Dec. 22, 2025	Dec. 26, 2025	5 days	4250.00 \$	UAE - Dubai