

Course Overview:

This highly participative seminar will help you to develop your leadership skills to lead others in times of crisis, pressure and stress. You will obtain the latest insights into what makes a leader able to manage themselves and others during times of crisis. The best way of dealing with a crisis is to avoid one in the first place. But if crises are inevitable due to a growing number of factors then your business needs to identify their vulnerabilities and map out possible crisis scenarios. By applying these skills to the tasks and challenges you face in your work, you will begin to experience breakthroughs you never thought possible.

Course Objective:

At the end of this course the participants will be able to:

- Understand and better appreciate the importance of managing stress and pressure.
- Build and develop leadership skills for handling stress, pressure, and crisis.
- Become familiar with how the different personality styles respond to stress and pressure and identify their style in coping with stress.
- Learn how to cultivate a positive mindset for in times of crisis.
- Learn how to lead others during times of crisis.
- Acquire an in-depth knowledge of the key aspects of Strategic Crisis Management.
- Understand the anatomy of a crisis and what should be in place before, during and after an event.
- Learn how to generate ownership and responsibility by all stakeholders to ensure the organization responds efficiently and effectively.

Course Outline:

Unit 1: Personal Leadership Skills for Handling Pressure & Stress:

- Stress and its effects on the body, mind, and spirit
- Holistic response to stress
- Relationship between mind and body
- Personality styles and response to stress
- Understanding Introvert and Extravert responses to stress

Unit 2: Enhancing Communication Skills In Times of Stress:

- Passive & aggressive responses
- Assertive communication during stressful times
- Managing conflicts during times of stress
- Giving and receiving criticisms during stressful moments
- Resolving conflicts constructively during times of pressure

Unit 3: Leading with Confidence During Challenging Times:

- Coping with sudden change
- Leading others during sudden changes
- Recognizing the symptoms of short term and long term effects of stress
- Motivating yourself and others under pressure
- Building confidence during stressful times

Unit 4: Improving Leadership Effectiveness in Managing Crisis:

- Utilizing creativity in crisis
- Recognizing opportunities for change in a crisis

Training Language:

English-Arabic

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

- Helping the team look for creative opportunities

- Practicing creative leadership in facing a crisis

- Removing blocks to creative solutions in a crisis

Unit 5: Developing & Training Your Team to Handle Pressure, Stress, and Crisis:

- Training and developing employees to handle stress and pressure

- Stress handling techniques for you and your employees

- Helping the team to see the positive side of change in the workplace

- Implementing creative problem-solving skills for your team when facing a crisis

- Developing a personal action plan

Strategic Crisis Management

Unit 6: What Should Be in Place Before The Event?

- Understanding Crisis Management

- How to manage a crisis?

- Virtually every crisis contains the seeds of success as well as the roots of failure

- The Rationale of the Crisis Manager

- Consider the range of risks: Natural/Environmental; Hazards; Technological - loss of utilities/product/process/plant; Human Error; Sabotage and Terrorism

- Crisis Managers - Roles & Responsibilities - manage the issue before it becomes a Crisis

- Who else inside and outside the organization should be involved?

- Evaluating your risks and vulnerabilities; Consider the worse-case scenarios

- Understanding 'denial-curve' and 'group-think' syndromes

- Who decides who sits in the 'hot-seat'?

- Case Studies, why some companies fail and others survive?

Unit 7: Pre-Planning:

- Who and what else should be considered?

- Who owns the mitigation process?

- Self-evaluating questionnaires

- Developing and Implementing emergency plans

- Twelve points checklist covering the whole planning process

- Mutual aid arrangements

- Company-wide strategic contingency plans

- Service or departmental plans

- Building evacuation plans

- Crisis management and communications emergency centers

- Developing and implementing a Business Continuity Management (BCM) strategy

- Business Impact Analysis

Unit 8: Dealing With a Crisis - The Communications Perspective:

- Command and Control Issues

- Operational (at the scene)

- Tactical (at the forward control point/incident command)

- Strategic (boardroom level/emergency operations center)

- On scene crisis management, essential elements for success

- Reputation Management - Managing the Media.

- Organizing a press conference

- Conducting radio and television interviews

- Exercise: Crisis Communications Strategy.

Unit 9: Incident Management & Aftermath:

- Alerting and Warning, What can go right and what can go wrong

- Case Studies - Texas City Disasters 1947 and April 2005

- Major Incident Simulation - Role Playing Workshop

- Syndicate selection

- Reporting back

- Potential Psychological & Welfare problems in Crisis Management

- How to improve staff morale and confidence in the process

- The psychological effects during and after an incident involving injuries - and worse

- Looking after yourself and your staff

- Questionnaire, are your batteries in good condition?

Unit 10: Leadership Behaviour and Behavioural Safety:

- Validating plans and procedures

- Discuss the four types of exercise

- How to get the most out of an exercise

- Post Incident evaluations

- De-briefing skills - managing the de-briefs - hot and cold

- How to keep all 'stakeholders' informed

- Prioritizing the Recommendations

- Examples of critique questionnaires

- Critique report writing, executive summaries and recommendations

- Closing the loop. How to continue the process

- Case Study - Buncefield Oil Depot, Hertfordshire UK, 2005

Who Should Attend:

- Managers among all managerial levels

- Supervisors

- Team leaders

- Risk management department

- Human resources department

- All interested people