

Course Overview:

Crisis situations can significantly disrupt organizational operations and impact long-term sustainability. This intermediate-level course prepares administrative professionals and team leaders to effectively manage crises, maintain operational continuity, and support organizational resilience. Through a mix of theoretical insights and practical strategies, participants will gain the skills necessary to navigate and recover from adverse conditions.

Course Objective:

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

- Develop and implement crisis response and business continuity plans.
- Communicate effectively with internal and external stakeholders during crises.
- Lead teams and make decisions under pressure.
- Foster organizational resilience and adaptability to change.
- Analyze and improve crisis management processes post-incident.

Course Outline:**Module 1: Understanding Crisis Management**

- Types and impact of business crises
- Role of administration in crisis handling
- Fundamentals of crisis lifecycle

Module 2: Crisis Preparedness and Response Planning

- Structuring effective response plans
- Defining roles and responsibilities in crisis teams
- Simulation training for real-world preparedness

Module 3: Communication During Crises

- Crafting clear internal and external messages
- Media relations and managing public perception
- Communication pitfalls to avoid in emergencies

Module 4: Business Continuity and Sustainability

- Developing continuity plans for adverse scenarios
- Maintaining operations and service levels
- Strategies for organizational recovery

Module 5: Leadership in Crisis Situations

- Decision-making under uncertainty
- Guiding teams with clarity and empathy
- Maintaining morale and motivation

Module 6: Building Resilience and Adaptability

- Organizational structures that support resilience
- Encouraging flexible and responsive cultures
- Managing stress and employee well-being

Module 7: Evaluating and Learning from Crises

- Conducting post-crisis reviews and audits
- Extracting lessons and updating procedures
- Building institutional memory for future crises

Module 8: Emerging Trends in Crisis Management

- Technology and tools for modern crisis response

Training Language:

English-Arabic

Training Methodology:

The course combines various teaching methods, including instructor-led presentations, group discussions, case study analyses, and assessments through quizzes and a final exam to engage participants and ensure they understand and retain the material.

Venue | Date | Fees

Riyadh | 28-09-2025 | 17,250 SAR

- Global case studies and best practices
- Future-proofing the organization

Who Should Attend:

- Administrative Managers
- Office Managers
- Executive Assistants
- Professionals involved in crisis planning and response