MERCURY

Organizational Resilience Training Course

26 – 30 April 2027
Johannesburg (South Africa)



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Ref: 15869_1066975 **Date:** 26 – 30 April 2027 **Location:** Johannesburg (South Africa) **Fees:** 5300 Euro

Introduction:

The Organizational Resilience training course equips leaders and teams with the knowledge and skills to navigate challenges, adapt to disruptions, and thrive in an ever-changing business environment. It will provide an understanding of building, maintaining, and enhancing organizational resilience, ensuring that organizations can quickly recover from setbacks and operate effectively. Participants will learn strategies for risk management, crisis communication, business continuity planning, and fostering a resilient corporate culture, empowering them to lead flexible and robust organizations in the face of uncertainty.

The Organizational Resilience course equips participants with the tools and knowledge to strengthen their organization's ability to adapt, recover, and thrive amid challenges. They will explore the definition of organizational resilience and its importance and practical applications. It delves into building organizational resilience by implementing effective strategies, understanding the framework, and applying organizational resilience theory to real-world scenarios.

Attendees will learn how to improve organizational resilience by focusing on critical aspects like management, measuring it, and developing a robust strategy. The Organizational Resilience training emphasizes the importance of organizational resilience in ensuring long-term success and highlights its role in achieving that success. Participants will receive guidance on creating organizational resilience to respond proactively to evolving risks and uncertainties.

Targeted Groups:

- Senior Executives and Leadership Teams.
- Managers and Department Heads.
- Risk Management Professionals.
- HR and Talent Development Specialists.
- Crisis Management and Business Continuity Planners.
- Change Management Professionals.
- Operations and Strategy Managers.
- Consultants and Advisors in Organizational Development.
- Corporate Trainers and Educators.
- Anyone involved in Organizational Change or Transformation.

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Course Objectives:

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

- Understand the key principles of organizational resilience.
- Learn how to assess and mitigate risks that threaten organizational stability.
- Develop effective crisis management and response strategies.
- Create and implement business continuity plans.
- Enhance leadership skills for managing uncertainty and change.
- Build a culture that supports adaptability and resilience.
- Strengthen decision-making processes during crises.
- Improve communication strategies in times of disruption.
- Learn to align organizational strategies with long-term resilience goals.
- Equip teams with tools to sustain performance during challenges.

Targeted Competencies:

By the end of this Organizational Resilience training, the participant's competencies will:

- Risk Assessment and Mitigation.
- Crisis Management and Response.
- Business Continuity Planning.
- Adaptability and Flexibility.
- Leadership in Uncertainty.
- Decision-Making Under Pressure.
- Communication and Stakeholder Management.
- Change Management and Transformation.
- Strategic Planning for Resilience.
- Cultivating a Resilient Organizational Culture.

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Course Content:

Unit 1: Introduction to Organizational Resilience:

- Define organizational resilience and its importance.
- Explore the core concepts and principles of resilience.
- Understand the difference between resilience, agility, and adaptability.
- Examine the factors contributing to an organization's ability to thrive during disruptions.
- Discuss the role of leadership in building resilience.
- Review real-world case studies of resilient organizations.
- Identify key resilience drivers: culture, processes, and technology.
- Assess the relationship between organizational resilience and competitive advantage.

Unit 2: Risk Assessment and Management for Resilience:

- Learn how to conduct a comprehensive risk assessment.
- Identify internal and external risks that can impact organizational stability.
- Understand risk tolerance and its effect on resilience planning.
- Analyze risk management frameworks and best practices.
- Develop strategies to prioritize and address critical risks.
- Explore tools for ongoing risk monitoring and assessment.
- Understand the role of data and analytics in managing risks.
- Discuss how to integrate risk management into day-to-day operations.

Unit 3: Crisis Management and Response:

- Understand the principles of effective crisis management.
- Learn how to create a crisis management plan.
- Identify the key components of a crisis response team.
- Develop clear crisis communication strategies.
- Practice decision-making under pressure.
- Examine how to maintain operations during a crisis.
- Learn to assess the impact of crises on stakeholders.
- Develop post-crisis recovery strategies and lessons learned.
- Explore crisis management frameworks like the Incident Command System ICS.

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Unit 4: Business Continuity Planning:

- Define business continuity and its role in organizational resilience.
- Understand the components of a business continuity plan BCP.
- Learn how to conduct a business impact analysis BIA.
- Identify critical business functions and processes to prioritize in continuity planning.
- Develop response strategies for business interruptions.
- Explore technology solutions to support business continuity.
- Implement testing and maintenance strategies for continuity plans.
- Learn how to integrate BCP into the organizational culture.
- Understand the legal and regulatory requirements related to business continuity.

Unit 5: Building a Resilient Organizational Culture:

- Explore the role of organizational culture in resilience.
- Learn how to foster a culture of trust, collaboration, and innovation.
- Develop leadership behaviors that promote resilience.
- Understand the importance of employee engagement in resilience efforts.
- Implement training and development programs focused on resilience skills.
- Build resilience through diversity and inclusion strategies.
- Develop strategies to overcome resistance to change.
- Learn how to communicate resilience initiatives across the organization.
- Create a continuous learning environment to enhance organizational adaptability.