MERCURY

Crisis Management & Leading Under Pressure Training Course

26 April – 7 May 2027
Nairobi (Kenya)



Dubai - UAE: +971 4 450 5697
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Ref: 1028_1081071 **Date:** 26 April – 7 May 2027 **Location:** Nairobi (Kenya) **Fees:** 9800 Euro

Introduction

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, your business needs to identify its 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.

What is a Crisis Management Course?

Crisis management courses like this one are designed to prepare leaders and employees alike to respond effectively to emergencies, unexpected events, and high-pressure situations.

Participants will learn to manage pressure and crisis with poise while receiving crisis management training that can benefit individuals and organizations.

Through exercises and simulations, leaders under pressure are geared to make informed decisions, communicate effectively, and handle the psychological impact of crises.

Leadership and Crisis Management

Good leadership is crucial in times of crisis, so leadership under pressure is a critical focus of this course.

The course empowers participants with the skills required for leadership and crisis management, ensuring an effective response to unforeseen challenges.

Participants will explore the intricacies of crisis leadership and management, further equipping them for various roles and scenarios.

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Targeted Groups

- Managers at all managerial levels
- Supervisors
- Team leaders
- Risk management department
- Human resources department
- All interested people

Course Objectives

At the end of this crisis management training for leadership, 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 in times of crisis.
- Learn how to lead others during times of crisis.
- Acquire an in-depth knowledge of the critical 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.

Targeted Competencies

- Leadership skills during a crisis
- Communication skills during times of tremendous pressure
- Stress management
- Crisis management

Course Content

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

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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 criticism 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
- Helping the team look for creative opportunities
- Practicing creative leadership in facing a crisis
- Removing blocks to innovative 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

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Unit 6: Strategic Crisis Management, What Should Be in Place Before The Event?

- Understanding Crisis Management
- How to manage a crisis?
- Virtually every crisis contains the seeds of success and 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 worst-case scenarios.
- Understanding denial-curve and group-think syndromes
- Who decides who sits in the hot seat?
- Case Studies: why do 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.

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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
- Primary 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
- Debriefing skills - managing the debriefs - 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