MERCURY

Leadership Excellence in Handling Crisis & Stress Course

28 February – 4 March 2027
Kuala Lumpur (Malaysia)



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Ref: 1027_290903 **Date:** 28 February – 4 March 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4600 Euro

Crisis Leadership Excellence: Navigating High-Pressure Situations

Leadership in crisis management is crucial, and this section of the course is dedicated to enhancing the skills required to lead effectively during times of significant stress and pressure. Learn to make decisive decisions and maintain calm when guiding teams through challenging circumstances.

Introduction

This highly participative course will help you develop your leadership skills to lead others in pressure, stress, and crisis. You will gain the latest insights into what makes leaders able to manage themselves and others during times of crisis. By implementing these leadership skills to the tasks and challenges you face in your work, you will begin to experience breakthroughs you never thought possible.

Targeted Groups

- Managers at all managerial levels
- Supervisors
- Team leaders
- Human resources department

Course Objectives

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

- Understand and better appreciate the importance of managing stress
- Build and develop leadership skills for handling pressure
- Learn how to cultivate a positive mindset in times of pressure
- Expand confidence to cope with stress
- Become familiar with how the different personality styles respond to stress and pressure and identify their technique for dealing with stress
- Develop leadership skills for managing crisis
- Practice creative leadership for handling crisis
- Learn how to lead others during times of crisis

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Targeted Competencies

- Leadership skills
- Leadership skills during a crisis
- Communication skills
- Problem-solving
- Stress 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

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

- Crisis management skills
- 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

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

Stress Management Training: Fortifying the Mind and Team

In-depth stress management training courses are a vital part of this program. Participants will learn stress management techniques essential for maintaining mental well-being and effectiveness in both personal and professional realms. Special attention is given to stress management courses for employees, preparing them to thrive under high demands.

Mastering Crisis Management: Courses and Strategies

A core component of this course is the focus on crisis management training courses. Participants will explore courses on crisis management that will empower them with the skills to assess, react to, and resolve crises efficiently. By the end of the training, you will be adept at leadership under pressure and equipped to handle the intensity of managing emotions under pressure with resilience.