



Management in Crises and Difficult Situations

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Introduction

The aim of emergency planning is to ensure that the safety of the organization is maintained, as far as possible, during crises and difficult situations. Planning for emergencies provides a sense of predictability about how they will be managed if they occur. This course is prepared to support site leaders in their responsibilities in relation to the management of crises in terms of prevention, preparation, response and recovery.

Who Should Attend?

- Managers
- Supervisors
- Executives
- Anyone who is or will be responsible for managing teams or individuals

Methodology

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

Course Objectives:

- Acquiring an in-depth knowledge of the key aspects of Strategic Crisis Management
- Learning how to identify incidents and crises
- Taking away step-by-step guidance on how to validate plans
- Learning how to avoid miss-management and prevent the situation from exacerbating
- Learning how to generate ownership and responsibility by all stakeholders to ensure your organization responds efficiently and effectively

Course Outline:

DAY 1:

- What is crisis?
- Background Information
- Identifying potential crises
- Assessing the different crisis stages

DAY 2:

- Making sure the Flow of Communication within the Company/Organization
- Be effective and efficient in managing the media
- Case Studies
- The Gulf Region & Crisis Management

DAY 3:

- Preparing for crisis
- Communication as crisis preparation
- Caring and connecting as preparation for crisis
- Managing internal and external communication during the crisis

DAY 4:

- The danger of reputation loss
- The panic button
- A definition of leadership
- What is crisis leadership?

DAY 5:

- Leadership's role in a crisis
- Maintaining control
- Preparing for crisis
- Communication as crisis preparation

DAY 6:

- Dealing with the Media
- Caring and connecting as preparation for crisis
- Managing internal and external communication during the crisis
- Leading during crisis

DAY 7:

- Forming your team
- Crisis Psychology
- Driving decision processes in high-workload situations
- Clarity of vision and values

DAY 8:

- Planning with vision and values
- Achieving effective error management
- Leadership after the crisis
- Rebuild and reassure

DAY 9:

- Review and revise
- Restore and reinvigorate
- Your crisis checklist
- Are the Right Resources in Place

DAY 10:

- Checking Your Procedures
- Contents of Your Crisis Management Manual
- Your Own Personal Action Plan For Future Development