



CRISIS MANAGEMENT COURSE

"In times of crisis, the wise build bridges, while the foolish build barriers." - Unknown

Crisis Management is designed to help participants plan and prepare for difficult situations. By understanding processes, strategies, and key elements of crisis management, you will be better able to respond quickly and effectively when the unexpected happens. This course focuses on identifying potential crises, responding to them, and managing the consequences. It provides practical intelligence gathered from industry experts and professional experience that can be applied to any organization. Learn how to strengthen your crisis communication skills and build a plan of action to help your organization in times of crisis. With this comprehensive training, you will gain confidence in your ability to act quickly and competently in the event of an emergency.

Key Course Content:

- Understand the root cause of the crisis
- Use key tools for managing a crisis
- Report the crisis accurately in the beginning
- Explain the type of crisis that exists
- Predict any potential problems that could aggravate the crisis
- Understand the importance of contingency planning
- Analyse and interpret your action plan
- Discuss the correlation between your crisis and risk management strategies
- Apply the ARTR strategies for resolving the crisis
- Ensure the effective flow of communication within the organisation for managing crisis
- Conduct Strategic Thinking and Lateral Thinking - the main foundations of a Crisis Management Plan



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.