

Crisis Management ©

Tools to assess complex situations, make better decisions under pressure and coordinate effective responses during periods of uncertainty.



Have you ever been involved in a situation where urgency, pressure and incomplete information made it difficult to decide what to do next? In times of crisis, leaders and teams are often required to make important decisions quickly, while balancing competing priorities, stakeholder expectations and operational realities.

Crisis Management©© helps participants develop a structured approach to navigating crises. The program combines critical thinking, strategic analysis and practical planning tools to help leaders assess situations more objectively, avoid common decision-making traps and translate crisis strategies into coordinated actions.

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• Who is it for?

- Managers and team leaders
- Senior leaders and functional heads
- Project and operational managers
- Teams responsible for business continuity and organizational resilience
- Organizations operating in complex, fast-changing environments
- Anyone involved in managing uncertainty, disruption or high-pressure situations

• What will you learn?

How to...

- evaluate crisis situations from multiple perspectives before acting
- reduce the impact of cognitive biases and emotional reactions on decisions
- define strategic priorities during periods of uncertainty
- translate crisis strategies into tactical and operational actions
- coordinate stakeholders and resources during complex situations
- prepare teams and organizations for more effective crisis response

• What to expect?

- A practical framework for managing crises across strategic, tactical and operational levels
- Tools for critical thinking, risk assessment and decision-making under pressure
- Exercises and case discussions based on realistic organizational challenges
- Opportunities to apply concepts to participants' own business reality
- Action planning focused on preparedness, response and recovery
- Facilitated discussions that support transfer into day-to-day leadership practice

• How is it delivered?

FORMAT

In-class

DURATION

2 days

COHORT

Groups of up to 16
participants