

CRISIS LEADERSHIP FOR GOVERNMENT



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TRAINING CENTER



Introduction

Crisis Leadership for Government prepares public-sector leaders to act decisively when citizens depend on the state's response. Government crises differ from corporate ones: authority is shared, scrutiny is constant, and the consequences touch entire communities. This Crisis Leadership for Government Training Course builds the judgement, structures, and communication discipline those situations require. Participants examine crisis governance models, emergency legislation, command and coordination structures, and inter-agency decision-making. Furthermore, the course covers public communication, stakeholder trust, ethics under pressure, and continuity of essential services. It also addresses accountability, oversight, and post-crisis review in democratic systems. As a result, participants leave able to lead government responses that are fast, lawful, and trusted.

Crisis Leadership for Government Course Objectives

- Apply crisis leadership principles within constitutional and legal constraints.
- Establish crisis governance structures with clear decision rights and accountability.
- Use emergency management frameworks aligned with the Sendai Framework for Disaster Risk Reduction.
- Operate command and coordination systems such as ICS and national emergency arrangements.
- Coordinate across ministries, agencies, and levels of government.
- Apply whole-of-government and whole-of-society response approaches.
- Maintain continuity of essential public services during disruption.
- Communicate with the public credibly using the CERC principles.
- Apply ethical reasoning and integrity standards under political pressure.
- Lead post-crisis reviews, inquiries, and institutional learning.



Course Methodology

The course applies interactive, practice-based methods:

- Facilitated workshops on crisis governance and decision rights.
- Tabletop and simulation exercises at strategic level.
- Case studies of national and municipal crisis responses.
- Role-play of ministerial briefings and public statements.
- Group work on continuity and coordination planning.
- Action planning that converts each framework into a governance commitment.

Who Should Take This Course

- Senior civil servants and ministry officials.
- Government agency and authority leaders.
- Emergency management and civil protection directors.
- Municipal and regional government executives.
- Public information and government communication officers.
- Policy advisers and cabinet support staff.

Crisis Leadership for Government Course Outlines

Day 1: Foundations of Government Crisis Leadership

- Defining crisis, emergency, and disaster in the public sector.
- Distinguishing government crisis leadership from corporate leadership.
- Reviewing the Sendai Framework and disaster risk reduction priorities.
- Examining legal frameworks, emergency powers, and constraints.

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- Assessing institutional readiness and crisis maturity.
- Mapping national, regional, and local responsibilities.
- Reviewing past government crisis responses and lessons.

Day 2: Crisis Governance and Decision Structures

- Establishing crisis governance with clear decision rights.
- Designing crisis committees, task forces, and reporting lines.
- Applying the Incident Command System (ICS) at strategic level.
- Using situation reports, decision logs, and audit trails.
- Managing information flow from field to centre.
- Handling competing departmental priorities.
- Practicing strategic decisions in a tabletop exercise.

Day 3: Coordination and Service Continuity

- Coordinating across ministries, agencies, and government levels.
- Applying whole-of-government and whole-of-society approaches.
- Working with humanitarian, private, and community partners.
- Building continuity of government and essential services plans.
- Prioritising critical services during resource shortages.
- Managing supply, staffing, and infrastructure dependencies.
- Drafting a coordination and continuity plan.

Day 4: Public Communication, Trust, and Ethics

- Applying the CERC principles for public crisis communication.
- Delivering the first official message quickly and accurately.



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- Countering misinformation and rumour at scale.
- Working with media, social platforms, and community leaders.
- Applying ethical reasoning and integrity under political pressure.
- Protecting vulnerable groups and ensuring equitable response.
- Practicing ministerial briefings and public statements.

Day 5: Accountability, Recovery, and Institutional Learning

- Managing transparency, oversight, and legislative accountability.
- Preparing for inquiries, audits, and public scrutiny.
- Planning recovery and reconstruction governance.
- Supporting affected communities and staff welfare.
- Conducting structured post-crisis reviews and debriefs.
- Institutionalising lessons into policy, training, and exercises.
- Finalizing a government crisis leadership action plan.

Conclusion

By successfully completing Crisis Leadership for Government, participants will have acquired practical knowledge of crisis governance, command and coordination, service continuity, public communication, and accountability. They will have gained skills in strategic crisis decision-making, inter-agency coordination, credible public communication, and institutional learning, plus a personal action plan. Gentex Training Center designed this program to build public leaders who respond lawfully, swiftly, and with public trust intact.





FAQs

Q1 What is the "Crisis Leadership for Government" course about?

It prepares public-sector leaders to manage crises within legal and political constraints. Participants study crisis governance, command and coordination structures, service continuity, public communication, ethics under pressure, and post-crisis accountability.

Q2 What are the key benefits of the "Crisis Leadership for Government" course?

Participants gain clearer decision rights, faster inter-agency coordination, and more credible public communication during crises. Governments also maintain essential services longer, reduce public confusion, and improve accountability in post-crisis reviews and inquiries.

Q3 What skills will I gain from the "Crisis Leadership for Government" course?

You will develop four core skills: strategic crisis governance and decision-making, inter-agency and whole-of-government coordination, credible public crisis communication, and accountability with institutional learning after crises.



Q4 What tools, methods, or standards are covered in the "Crisis Leadership for Government" course?

The course covers the Sendai Framework for Disaster Risk Reduction, the Incident Command System (ICS), whole-of-government and whole-of-society response models, decision logs and audit trails, continuity of government and business continuity planning, the CERC crisis communication principles, and structured post-crisis review and inquiry methods.

Q5 How is the "Crisis Leadership for Government" course applied in real-world practice?

Participants apply the methods to live strategic tasks, such as setting up a crisis committee, writing a decision log, drafting a first public statement, prioritising critical services, and running a post-crisis debrief. Each module ends with an action commitment, so learning transfers directly into public leadership practice.