

CRISIS MANAGEMENT & LEADING UNDER PRESSURE



GENTEX[®]
TRAINING CENTER



Introduction

Crisis Management & Leading Under Pressure Training Course prepares leaders and managers to keep judgement clear and teams steady when a crisis hits. Participants work through crisis dynamics and the pressure response, crisis leadership behaviours and decision-making under uncertainty, crisis organisation, command, and role clarity, crisis communication, media handling, and stakeholder trust, team resilience, wellbeing, and human factors under stress, and recovery, learning, and crisis readiness as one connected discipline. The programme links the pressure a leader feels in a crisis with the behaviours and structures that turn it into effective action. As a result, learners gain a practical command of crisis leadership. Furthermore, the course strengthens decision judgement, team leadership, and communication discipline.

Crisis Management & Leading Under Pressure Course Objectives

- Explain crisis dynamics, escalation, and the organisational pressure response.
- Apply crisis leadership behaviours and emotional regulation practice.
- Apply decision-making frameworks under uncertainty and time pressure.
- Apply crisis organisation, command structures, and role clarity.
- Apply delegation, prioritisation, and resource decisions in a crisis.
- Apply crisis communication and holding statement design.
- Apply media handling and spokesperson discipline under pressure.
- Apply stakeholder trust building and difficult message delivery.
- Apply team resilience, wellbeing, and human factor management.
- Apply recovery leadership, debriefing, and crisis readiness practice.

Course Methodology



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Interactive sessions built on crisis leadership and pressure cases.
- Workshops on decision frameworks, crisis roles, and message design.
- Group exercises on live pressure scenarios and communication under stress.
- Hands-on practice with crisis playbooks, decision logs, and holding statements.
- Simulation of a crisis management team under escalating pressure.
- Facilitator coaching and peer review on personal crisis leadership plans.

Who Should Take This Course

- Senior managers and functional leaders.
- Crisis management team members and coordinators.
- Operations, HSE, and security managers.
- Corporate communications and media officers.
- Business continuity and resilience professionals.
- Professionals who lead teams through high-pressure situations.

Crisis Management & Leading Under Pressure Course Outlines

Day 1: Crisis Dynamics and the Pressure Response

- Crisis definition, stages, and escalation patterns.
- Distinguishing incidents, emergencies, and crises.
- Human response to pressure: fight, flight, and freeze.
- Cognitive biases and judgement distortion under stress.
- Common leadership failures in the first hours.
- Crisis roles and the leader's personal mandate.



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Case discussion: a crisis mishandled in the first thirty minutes.

Day 2: Crisis Leadership and Decision-Making

- Crisis leadership behaviours and presence.
- Emotional regulation and composure practice.
- Decision-making frameworks under uncertainty.
- Rapid assessment, options analysis, and risk trade-offs.
- Decision logs, assumptions, and revisit triggers.
- Delegating under pressure and setting clear priorities.
- Workshop: making and logging a decision under time pressure.

Day 3: Crisis Organisation, Command, and Coordination

- Crisis management structures and command hierarchy.
- Role clarity, briefing discipline, and handover practice.
- Information flow, situation reporting, and common operating picture.
- Coordination with emergency services, authorities, and partners.
- Resource mobilisation and logistics under pressure.
- Fatigue, shift rotation, and sustained response planning.
- Exercise: running a crisis management team with defined roles.

Day 4: Crisis Communication and Stakeholder Trust

- Crisis communication strategy and cadence.
- Holding statements and message discipline.
- Media handling, spokesperson discipline, and social media response.



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Communicating with staff, customers, families, and regulators.
- Delivering difficult messages honestly and clearly.
- Managing misinformation and speculation.
- Simulation: press conference and stakeholder briefing under pressure.

Day 5: Resilience, Recovery, and Readiness

- Team resilience, psychological safety, and wellbeing.
- Supporting people through and after the crisis.
- Recovery leadership and business resumption priorities.
- Debriefing, lessons learned, and corrective action.
- Crisis readiness, training, and exercise programme design.
- Personal leadership development and pressure rehearsal.
- Capstone: presenting a crisis leadership and readiness plan.

Conclusion

By successfully completing Crisis Management & Leading Under Pressure, participants will gain a practical command of crisis dynamics and the pressure response, crisis leadership behaviours and decision-making, crisis organisation, command and coordination, crisis communication and stakeholder trust, and resilience, recovery and readiness. They will acquire skills in decision-making under pressure, crisis communication, team leadership, and post-crisis learning that let them lead effectively when it matters most. Gentex Training Center designs the programme to help professionals lead through crises with confidence.





FAQs for the Crisis Management & Leading Under Pressure course

Q1 What is the "Crisis Management & Leading Under Pressure" course about?

It prepares leaders and managers to keep judgement clear and teams steady when a crisis hits. The course spans crisis dynamics and the pressure response, crisis leadership and decision-making, crisis organisation, command and coordination, crisis communication and stakeholder trust, and resilience, recovery and readiness.

Q2 What are the key benefits of the "Crisis Management & Leading Under Pressure" course?

You gain a practical command of crisis leadership that links the pressure a leader feels in a crisis with the behaviours and structures that turn it into effective action. The course improves decision quality under uncertainty, strengthens crisis organisation and role clarity, sharpens communication and media handling, and gives you resilience and post-crisis learning practice that protects both people and performance.

Q3 What skills will I gain from the "Crisis Management & Leading Under Pressure" course?

You will develop four core skills: crisis leadership and emotional regulation under pressure, decision-making under uncertainty with risk trade-off analysis, crisis organisation and command coordination, and crisis communication with team resilience and post-crisis recovery practice.



Q4 What tools, methods, or standards are covered in the "Crisis Management & Leading Under Pressure" course?

The course covers crisis definition, stages and escalation patterns, distinguishing incidents, emergencies and crises, human response to pressure across fight, flight and freeze, cognitive biases and judgement distortion under stress, crisis roles and the leader's personal mandate, crisis leadership behaviours and presence, emotional regulation and composure practice, decision-making frameworks under uncertainty, rapid assessment, options analysis and risk trade-offs, decision logs, assumptions and revisit triggers, delegating under pressure and setting clear priorities, crisis management structures and command hierarchy, role clarity, briefing discipline and handover practice, information flow, situation reporting and common operating picture, coordination with emergency services, authorities and partners, resource mobilisation and logistics under pressure, fatigue, shift rotation and sustained response planning, crisis communication strategy and cadence, holding statements and message discipline, media handling, spokesperson discipline and social media response, communicating with staff, customers, families and regulators, delivering difficult messages honestly and clearly, managing misinformation and speculation, team resilience, psychological safety and wellbeing, recovery leadership and business resumption priorities, debriefing, lessons learned and corrective action, and crisis readiness, training and exercise programme design.



Q5 How is the "Crisis Management & Leading Under Pressure" course applied in real-world practice?

Participants apply it to real work such as making and logging a decision under time pressure, running a crisis management team with defined roles, drafting holding statements and briefing media, coordinating with emergency services and authorities, supporting a team through a sustained response, debriefing a crisis to lessons learned, and presenting a crisis leadership and readiness plan. The same methods support exercise programme design and personal pressure rehearsal.