

LEADERSHIP & DECISION- MAKING IN CRISIS & EMERGENCY SITUATIONS



GENTEX[®]
TRAINING CENTER



Introduction

Leadership & Decision-Making in Crisis & Emergency Situations Training Course prepares leaders to act decisively when events move faster than procedures. Emergencies compress time, distort information, and raise the cost of hesitation. Leaders must set priorities, allocate scarce resources, and communicate with people who are frightened or injured. This program builds the command discipline that makes that possible. It draws on incident command practice, crisis decision research, and emergency management standards. As a result, participants learn to structure a response, run a command post, and make defensible decisions with incomplete data. Furthermore, the course covers communication, coordination with agencies, and post-incident learning.

Leadership & Decision-Making in Crisis & Emergency Situations Course Objectives

- Apply the Incident Command System structure and span-of-control principles.
- Establish a command post and assign clear roles under pressure.
- Apply the OODA loop and recognition-primed decision making.
- Set life-safety priorities using the emergency response priority order.
- Conduct rapid risk assessment and dynamic risk management.
- Make defensible decisions with structured decision logs.
- Manage information flow, rumor control, and stakeholder briefings.
- Coordinate with emergency services, agencies, and mutual aid partners.
- Apply business continuity and crisis communication principles.
- Lead post-incident debriefs and after-action reviews.

Course Methodology

- Facilitated sessions grounded in incident command practice.

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- Tabletop exercises simulating escalating emergencies.
- Live simulation of command post operations and handovers.
- Role-play of media briefings and family notifications.
- Case studies from industrial, public safety, and health emergencies.
- Group exercises in decision logs and resource allocation.
- Structured debriefing and personal leadership action planning.

Who Should Take This Course

- Emergency and crisis management officers.
- Safety, security, and continuity managers.
- Operations and site leaders in high-risk sectors.
- Public safety and civil defence supervisors.
- Hospital and healthcare emergency coordinators.
- Facility and utilities incident commanders.
- Executives accountable for emergency response.

Leadership & Decision-Making in Crisis & Emergency Situations Course Outlines

Day 1: Crisis Leadership Foundations and Command

- Defining crisis and emergency and how they differ.
- Crisis leadership behaviours and command presence.
- The Incident Command System and its core functions.
- Span of control and unity of command principles.
- Establishing a command post and battle rhythm.



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- Leadership stress effects and decision fatigue.
- Case study: command decisions in a major incident.

Day 2: Decision Making Under Extreme Pressure

- The OODA loop in fast-moving emergencies.
- Recognition-primed decision making and expert intuition.
- Structured decision tools and decision logs.
- Rapid risk assessment and dynamic risk management.
- Setting life-safety priorities and triage principles.
- Managing uncertainty with assumption tracking.
- Tabletop exercise: escalating incident decision round.

Day 3: Communication, Coordination, and Stakeholders

- Crisis communication principles and message discipline.
- Internal briefings, handovers, and shift change protocols.
- Media handling and public information management.
- Family notification and victim support practice.
- Coordinating with emergency services and mutual aid.
- Managing rumors and information overload.
- Role-play: delivering a live media briefing.

Day 4: Resource Management and Continuity

- Resource identification, allocation, and tracking.
- Mutual aid agreements and external support requests.
- Logistics under disruption: supplies, transport, and personnel.



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- Business continuity and recovery planning basics.
- Critical infrastructure dependencies and single points of failure.
- Managing volunteers and unaffiliated responders.
- Workshop: building a resource and continuity plan.

Day 5: Recovery, Learning, and Leadership Resilience

- Transitioning from response to recovery.
- Debriefing methods and after-action review formats.
- Documenting decisions and supporting accountability.
- Supporting responder wellbeing and peer support.
- Building organizational learning from incidents.
- Personal resilience and stress management for leaders.
- Capstone: presenting a crisis leadership readiness plan.

Conclusion

By successfully completing Leadership & Decision-Making in Crisis & Emergency Situations Training Course, participants will have acquired the knowledge to establish command structures, make defensible decisions under extreme pressure, communicate clearly during emergencies, manage resources and continuity, and lead recovery with structured learning. They will also understand how to protect responder wellbeing and improve future response capability. Gentex Training Center delivers this program through applied simulations and expert facilitation, preparing leaders to act when every minute matters.





FAQs for the Leadership & Decision-Making in Crisis & Emergency Situations course

Q1 What is the "Leadership & Decision-Making in Crisis & Emergency Situations" course about?

It is a training program that prepares leaders to command and decide during emergencies. It covers incident command structure, crisis decision tools, emergency communication, resource coordination, continuity planning, and post-incident learning.

Q2 What are the key benefits of the "Leadership & Decision-Making in Crisis & Emergency Situations" course?

Participants gain a clear command structure, faster and better-documented decisions, and stronger coordination with response partners. Organizations benefit from reduced confusion at the onset of an incident, defensible decision records, and faster recovery with fewer avoidable losses.

Q3 What skills will I gain from the "Leadership & Decision-Making in Crisis & Emergency Situations" course?

Participants build incident command and role assignment, crisis decision-making and rapid risk assessment, emergency communication and stakeholder coordination, and resource management and continuity planning.



Q4 What tools, methods, or standards are covered in the "Leadership & Decision-Making in Crisis & Emergency Situations" course?

The course covers the Incident Command System, span of control and unity of command, the OODA loop, recognition-primed decision making, dynamic risk assessment, decision logs, triage principles, crisis communication frameworks, mutual aid coordination, business continuity planning, and after-action review formats.

Q5 How is the "Leadership & Decision-Making in Crisis & Emergency Situations" course applied in real-world practice?

Learners apply it by setting up a command post, assigning incident roles, running decision logs during live events, briefing staff and media, coordinating with emergency services, tracking resource deployment, and leading debriefs that convert each incident into capability.