

LEADING THROUGH CRISIS



GENTEX[®]

TRAINING CENTER



Introduction

Leading Through Crisis Training Course prepares leaders to hold an organisation together when events move faster than plans. Crises compress time, distort information, and punish hesitation, while demanding clear judgment from people who are themselves under strain. This program builds the discipline that makes that possible. It draws on crisis leadership research, incident command practice, and crisis communication standards. It covers early detection, decision-making under pressure, stakeholder communication, and recovery. As a result, participants learn to act decisively, keep teams calm, and preserve trust when the situation is still unfolding. Furthermore, the course covers resilience and post-crisis learning.

Leading Through Crisis Course Objectives

- Recognise crisis signals early using horizon scanning and risk indicators.
- Apply crisis leadership principles and command presence.
- Use the OODA loop for rapid, structured decision-making.
- Establish crisis governance with clear roles and decision rights.
- Manage information flow, verification, and rumor control.
- Deliver crisis communication with message discipline and transparency.
- Lead teams under sustained stress and prevent panic.
- Coordinate with authorities, partners, and external stakeholders.
- Apply business continuity and recovery planning principles.
- Lead post-crisis debriefs and capture lessons with after-action reviews.

Course Methodology

- Facilitated sessions built around real crisis case studies.
- Tabletop exercises simulating an escalating crisis.
- Role-play of media briefings and stakeholder notifications.

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- Group exercises in decision logs and crisis governance design.
- Case studies of well-handled and badly-handled crises.
- Simulation of a crisis management team meeting.
- Structured debriefing and personal crisis leadership planning.

Who Should Take This Course

- Senior managers and crisis management leads.
- Business continuity and risk managers.
- Communications and public affairs directors.
- Operations and site leaders in high-risk sectors.
- Public sector and emergency response managers.
- HR leaders supporting workforce welfare in crises.
- Executives accountable for organisational resilience.

Leading Through Crisis Course Outlines

Day 1: Crisis Foundations and Early Warning

- Defining crisis and how it differs from routine problems.
- Crisis stages and the crisis lifecycle.
- Horizon scanning and weak signal detection.
- Risk registers and escalation triggers.
- Crisis leadership behaviours and command presence.
- Common errors at the onset of a crisis.
- Case study: an organisation that saw the warning signs.





Day 2: Crisis Governance and Decision Making

- Establishing a crisis management team and command structure.
- Defining roles and decision rights during crisis.
- The OODA loop for fast-moving decisions.
- Structured decision logs and assumption tracking.
- Managing uncertainty and conflicting advice.
- Ethics and accountability under pressure.
- Simulation: an escalating crisis decision round.

Day 3: Communication and Stakeholders

- Crisis communication principles and message discipline.
- Stakeholder mapping with the power-interest grid.
- Internal communication and staff reassurance.
- Media handling and public information management.
- Managing rumors, misinformation, and information overload.
- Coordinating with regulators, authorities, and partners.
- Role-play: a live media briefing.

Day 4: Continuity, Resources, and Team Resilience

- Business continuity planning and critical dependencies.
- Resource allocation and mutual aid arrangements.
- Supply chain and operational disruption management.
- Leading teams under sustained stress.
- Recognising fatigue, fear, and burnout in crisis teams.

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- Maintaining psychological safety during emergencies.
- Workshop: building a continuity and resource plan.

Day 5: Recovery, Learning, and Resilience

- Transitioning from response to recovery.
- Debriefing methods and after-action review formats.
- Documenting decisions and supporting accountability.
- Restoring trust with customers, staff, and communities.
- Building organisational resilience for future crises.
- Personal resilience and leadership self-care.
- Capstone: presenting a crisis leadership readiness plan.

Conclusion

By successfully completing Leading Through Crisis Training Course, participants will have acquired the knowledge to detect crises early, establish command and governance under pressure, make defensible decisions with incomplete data, communicate honestly with stakeholders, maintain continuity and team resilience, and lead recovery with structured learning. They will also understand how to strengthen organisational readiness before the next crisis arrives. Gentex Training Center delivers this program through applied simulations and expert facilitation, preparing leaders to act when it matters most.

FAQs for the Leading Through Crisis course

Q1 What is the "Leading Through Crisis" course about?



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It is a training program that prepares leaders to guide organisations through crises and emergencies. It covers early warning, crisis governance, decision-making under pressure, crisis communication, continuity, team resilience, and recovery.

Q2 What are the key benefits of the "Leading Through Crisis" course?

Participants gain a clear command structure, faster and better-documented decisions, and confidence in communicating during uncertainty. Organizations benefit from reduced confusion at onset, stronger stakeholder trust, faster recovery, and crisis teams that hold together under strain.

Q3 What skills will I gain from the "Leading Through Crisis" course?

Participants build crisis detection and early warning practice, crisis governance and decision-making under pressure, crisis communication and stakeholder coordination, and continuity planning, team resilience, and recovery leadership.

Q4 What tools, methods, or standards are covered in the "Leading Through Crisis" course?

The course covers crisis lifecycle models, horizon scanning, risk registers and escalation triggers, crisis management team structures, the OODA loop, decision logs, crisis communication frameworks, the power-interest stakeholder grid, business continuity planning, mutual aid arrangements, and after-action review formats.





Q5 How is the "Leading Through Crisis" course applied in real-world practice?

Learners apply it by activating a crisis management team, assigning roles and decision rights, keeping a decision log during live events, briefing staff and media credibly, coordinating with authorities, tracking resource deployment, and leading debriefs that turn each incident into capability.