

THE GLOBAL APPROACH TO LEADING DURING CRISIS



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TRAINING CENTER



Introduction

The Global Approach to Leading During Crisis Training Course prepares leaders to act with clarity when information is incomplete and pressure is high. Participants work through crisis prevention, early warning, decision-making under stress, and the communication that holds stakeholders together. The programme draws on international crisis management practice and cross-cultural response. As a result, learners gain a repeatable method rather than instinct alone. Furthermore, the course strengthens command discipline, media handling, organizational resilience, and the personal steadiness that defines leadership in a crisis.

The Global Approach to Leading During Crisis Course Objectives

- Define crisis, emergency, and business continuity and how they differ.
- Apply crisis lifecycle models from prevention through recovery and learning.
- Build early warning systems using risk registers, indicators, and escalation triggers.
- Establish a crisis management team, roles, and command structures.
- Apply incident command principles and decision logs during an active crisis.
- Make decisions under uncertainty using decision matrices and OODA loop thinking.
- Lead crisis communication with message discipline and stakeholder mapping.
- Handle media, regulators, and public scrutiny with prepared protocols.
- Manage cross-cultural and multi-jurisdiction response in global operations.
- Conduct post-crisis review, root cause analysis, and organizational learning.

Course Methodology

- Interactive sessions built on real international crisis cases.
- Workshops on crisis team design, escalation triggers, and communication planning.

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- Group exercises on stakeholder mapping and media handling.
- Hands-on practice with decision logs, OODA loop analysis, and crisis playbooks.
- Simulation of an escalating multi-jurisdiction crisis with live decisions.
- Facilitator coaching and peer review on personal crisis leadership plans.

Who Should Take This Course

- Senior executives and crisis management team members.
- Risk, continuity, and resilience professionals.
- Communications and public affairs leaders.
- Operations, security, and HSE leaders in high-risk settings.
- Public sector and emergency management officials.
- Consultants advising on crisis readiness and response.

The Global Approach to Leading During Crisis Course Outlines

Day 1: Crisis Fundamentals and Prevention

- Defining crisis, emergency, disruption, and business continuity.
- Types of crisis: operational, financial, reputational, natural, and cyber.
- The crisis lifecycle from prevention to recovery.
- Crisis leadership versus routine management.
- Risk registers, likelihood-impact analysis, and early warning indicators.
- Building a crisis-aware culture and psychological readiness.
- Case discussion: a crisis that was visible before it happened.





Day 2: Crisis Structures, Roles, and Command

- Crisis management team design, roles, and decision rights.
- Incident command principles and span of control.
- Escalation triggers, thresholds, and activation protocols.
- Crisis playbooks, checklists, and battle rhythm.
- Information flow, situation reporting, and decision logs.
- Coordination with regulators, authorities, and partners.
- Workshop: designing a crisis management structure and activation criteria.

Day 3: Decision-Making Under Pressure

- Decision-making in ambiguity with incomplete information.
- The OODA loop: observe, orient, decide, act.
- Decision matrices and multi-criteria analysis under time pressure.
- Cognitive biases in crisis: anchoring, confirmation bias, groupthink.
- Pre-mortems, red teaming, and devil's advocacy in crisis planning.
- Ethics, safety, and prioritising people over reputation.
- Simulation: a fast-moving incident requiring sequenced decisions.

Day 4: Crisis Communication and Stakeholder Management

- Message discipline, holding statements, and spokesperson practice.
- Stakeholder mapping with power-interest grids during a crisis.
- Media handling, social media pressure, and misinformation.
- Communicating internally to employees and their families.

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- Regulator, investor, and community communication.
- Cross-cultural and multi-language communication in global operations.
- Exercise: preparing and delivering a crisis communication statement.

Day 5: Recovery, Resilience, and Learning

- Business continuity planning and recovery prioritisation.
- Managing prolonged crises, fatigue, and leader wellbeing.
- Post-crisis review, root cause analysis, and after-action reviews.
- Turning lessons into changed controls and preparedness.
- Crisis leadership metrics, readiness testing, and exercises.
- Building organizational resilience and adaptive capability.
- Capstone: presenting a crisis leadership and readiness plan.

Conclusion

By successfully completing The Global Approach to Leading During Crisis, participants will gain a practical command of crisis prevention, command structures, decision-making under pressure, and stakeholder communication. They will acquire skills in escalation design, crisis communication, resilience building, and post-crisis learning across jurisdictions. Gentex Training Center designs the programme to help leaders hold organizations steady when it matters most.

FAQs





Q1 What is the "The Global Approach to Leading During Crisis" course about?

It prepares leaders to act with clarity when information is incomplete and pressure is high. The course spans crisis fundamentals and prevention, crisis structures and command, decision-making under pressure, crisis communication and stakeholder management, and recovery, resilience, and learning.

Q2 What are the key benefits of the "The Global Approach to Leading During Crisis" course?

You gain a repeatable method rather than instinct alone. The course improves early warning and escalation, strengthens command discipline, sharpens decisions under time pressure, and prepares leaders to communicate credibly with media, regulators, and employees during a live crisis.

Q3 What skills will I gain from the "The Global Approach to Leading During Crisis" course?

You will develop four core skills: crisis prevention and early warning management, crisis command and escalation leadership, crisis decision-making under pressure, and crisis communication, resilience, and post-crisis learning.



Q4 What tools, methods, or standards are covered in the "The Global Approach to Leading During Crisis" course?

The course covers crisis lifecycle models, likelihood-impact analysis, risk registers and early warning indicators, crisis management team design with decision rights, incident command principles, escalation triggers and activation protocols, crisis playbooks and battle rhythm, decision logs and situation reporting, the OODA loop, decision matrices and multi-criteria decision analysis, pre-mortems, red teaming, devil's advocacy, stakeholder power-interest grids, holding statements and spokesperson practice, business continuity planning, and after-action reviews with root cause analysis.

Q5 How is the "The Global Approach to Leading During Crisis" course applied in real-world practice?

Participants apply it to real work such as activating a crisis management team during an incident, drafting a holding statement under media pressure, running a multi-jurisdiction response, and conducting an after-action review. The same methods support readiness testing and continuity planning.