

# € TRAINING

Mastering Leading Under Pressure





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## Introduction:

This training program is specifically crafted to empower leaders with the tools and strategies needed to navigate and mitigate crises effectively. By honing their skills in crisis leadership, individuals are equipped to guide their organizations through adversity while maintaining resilience and stability.

## Program Objectives:

At the end of this program, the participants will be able to:

- Understand and better appreciate the importance of managing stress and pressure.
- Build and develop leadership skills for handling stress, pressure, and crisis.
- Become familiar with how the different personality styles respond to stress and pressure and identify their style in coping with stress.
- Learn how to cultivate a positive mindset in times of crisis.
- Learn how to lead others during times of crisis.
- Acquire in-depth knowledge of the key aspects of Strategic Crisis Management.
- Understand the anatomy of a crisis and what should be in place before, during and after an event.
- Learn how to generate ownership and responsibility by all stakeholders to ensure the organization responds efficiently and effectively.

## Targeted Audience:

- Managers among all managerial levels.
- Supervisors.
- Team leaders.
- Risk management department.
- Human resources department.

## Program Outlines:

### Unit 1:

## Personal Leadership Skills for Handling Pressure & Stress:

- Stress and its effects on the body, mind, and spirit.
- Holistic response to stress.
- Relationship between mind and body.
- Personality styles and response to stress.
- Understanding Introvert and Extravert responses to stress.

## Unit 2:

### Enhancing Communication Skills In Times of Stress:

- Passive & aggressive responses.
- Assertive communication during stressful times.
- Managing conflicts during times of stress.
- Giving and receiving criticisms during stressful moments.
- Resolving conflicts constructively during times of pressure.

## Unit 3:

### Leading with Confidence During Challenging Times:

- Coping with a sudden change.
- Leading others during sudden changes.
- Recognizing the symptoms of short term and long term effects of stress.
- Motivating yourself and others under pressure.
- Building confidence during stressful times.

## Unit 4:

### Improving Leadership Effectiveness in Managing Crisis:

- Utilizing creativity in crisis.
- Recognizing opportunities for change in a crisis.
- Helping the team look for creative opportunities.

- Practicing creative leadership in facing a crisis.
- Removing blocks to creative solutions in a crisis.

## Unit 5:

### Developing & Training Your Team to Handle Pressure, Stress, and Crisis:

- Training and developing employees to handle stress and pressure.
- Stress handling techniques for you and your employees.
- Helping the team to see the positive side of change in the workplace.
- Implementing creative problem-solving skills for your team when facing a crisis.
- Developing a personal action plan.

## Unit 6:

### What Should Be in Place Before The Event?

- Understanding Crisis Management
- Consider the range of risks: Natural/Environmental; Hazards; Technological - loss of utilities/product/process/plant; Human Error; Sabotage and Terrorism.
- Crisis Managers - Roles & Responsibilities - manage the issue before it becomes a Crisis.
- Who else inside and outside the organization should be involved?
- Evaluating your risks and vulnerabilities; Consider the worse-case scenarios.
- Understanding 'denial-curve' and 'group-think' syndromes.
- Who decides who sits in the 'hot-seat'?
- Case Studies, why some companies fail and others survive?

## Unit 7:

### Pre-Planning:

- Who and what else should be considered? Who owns the mitigation process?
- Developing and Implementing emergency plans and Twelve points checklist covering the whole planning process.
- Mutual aid arrangements.

- Company-wide strategic contingency plans.
- Service or departmental plans and Building evacuation plans.
- Crisis management and communications in emergency centers.
- Developing and implementing a Business Continuity Management BCM strategy with a Business Impact Analysis.

## Unit 8:

### Dealing With a Crisis - The Communications Perspective:

- Command and Control Issues: Operational, Tactical and Strategic.
- On scene crisis management, essential elements for success.
- Reputation Management - Managing the Media.
- Organizing a press conference.
- Conducting radio and television interviews.

## Unit 9:

### Incident Management & Aftermath:

- Alerting and Warning, What can go right and what can go wrong.
- Case Studies.
- Major Incident Simulation - Role Playing Workshop.
- Potential Psychological & Welfare problems in Crisis Management.
- How to improve staff morale and confidence in the process.
- The psychological effects during and after an incident involving injuries - and worse.
- Looking after yourself and your staff.
- Questionnaire, are your batteries in good condition?

## Unit 10:

### Leadership Behaviour and Behavioural Safety:

- Validating plans and procedures.

- Post Incident evaluations.
- De-briefing skills - managing the de-briefs - hot and cold.
- How to keep all 'stakeholders' informed.
- Prioritizing the Recommendations.
- Closing the loop. How to continue the process.
- Case Study.