

# € TRAINING

Leadership & Crisis Management in  
Emergency Situations



# Leadership & Crisis Management in Emergency Situations

## Introduction:

This training course will provide professionals with the knowledge, skills, and attitudes required to manage and lead teams and organizations before, during, and after a crisis or emergency. All leaders are sooner or later confronted with the need to lead and manage their team or organization during a crisis or emergency. The leadership skills and competencies that are required in these demanding circumstances are much more challenging for the leader than normal everyday leadership. This course will also cover the basics of the COVID 19 Virus currently impacting the world. Most of our lives are a combination of work, family, and community involvement. A pandemic can affect all of these areas. Being informed and knowing what to do during a pandemic can help minimize the impact.

## Course Objectives:

At the end of this course the participants will be able to:

- Understand individual and collective psychology and organizational dynamics in crises and emergencies
- Know the main characteristics of influenza flu pandemic
- Understand how the flu virus spreads
- Be able to establish a business continuity plan to help prepare your workplace
- Analyze and make rational decisions before, during, and after crises and emergencies
- Lead teams and organizations in crises and emergencies
- Solve problems and manage crises and emergencies
- Understand and apply ethical factors in crisis and emergency leadership

## Targeted Audience:

- Line managers, team leaders, and supervisors in organizations of all sizes
- Emergency & Crisis Management professionals in the public & private sectors
- HSE, Fire & Security Professionals
- Project and program management professionals
- Professionals in health care, public safety, and government agencies

## Course Outlines:

### Unit 1: Psychology and Dynamics of Crisis and Emergencies:

- The nature of crisis and emergencies
- Individual psychology under crisis and emergency conditions
- Collective psychology under crisis and emergency conditions
- Evolution and dynamics of crises and emergencies
- Crises and emergencies don't just work 8 hour days
- Tasks of leaders before, during, and after a crisis or emergency

## Unit 2: Rational Decision-Making in Crisis, Emergencies, and Pandemic Planning:

- Instinct, intuition, and reason
- What is a pandemic?
- The influenza virus and how it spreads
- Why prepare for Pandemics? Cause and Effect
- Business Continuity plan
- Health and safety concerns
- Individual and collective Decision-Making
- Psychology & human behaviour, solutions to improve your Decision Making
- Delegation through mission-based leadership
- Structured hierarchical planning and operations

## Unit 3: Leading Teams and Organizations:

- Roles and responsibilities of leaders in crises and emergencies
- Crisis/emergency management organization
- Creating effective and efficient teams through rapid teambuilding
- Creating effective and efficient interagency cooperation and collaboration
- Organizational & team dynamics: morale, cohesion, mood, unity of purpose
- Principles of operational command and leadership

## Unit 4: Solving the Problem: Managing the Crisis or Emergency:

- Seeking cause & effect to solve problems, not blame or responsibility
- Creating and running a crisis/emergency Command Centre
- Elements of risk management: prevention, response, containment & recovery
- Principles of business continuity and crisis operations
- Information gathering and situational awareness
- Operational rhythm, routines, and information management

## Unit 5: Ethical Factors in Crisis and Emergency Leadership:

- Caring for subordinates and their families
- The leader's self-care
- Responsibilities to authorities, the public, and/or victims
- Managing and leveraging Social Media
- After-action review and lessons learned processes
- Preparing for the next crisis or emergency