

# € TRAINING

Leading Under Pressure: Managing  
Organisational & Personal Crises





# Leading Under Pressure: Managing Organisational & Personal Crises

## Introduction

This highly participative seminar will help you to develop your leadership skills to lead others in times of crisis, pressure, and stress. You will obtain the latest insights into what makes a leader able to manage themselves and others during times of crisis. The best way of dealing with a crisis is to avoid one in the first place. But if crises are inevitable due to a growing number of factors then your business needs to identify their vulnerabilities and map out possible crisis scenarios. By applying these skills to the tasks and challenges you face in your work, you will begin to experience breakthroughs you never thought possible.

## Course Objectives

At the end of this course 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

## Targeted Audience

- Managers among all managerial levels
- Supervisors
- Team leaders
- Risk management department
- Human resources department
- All interested people

## Course Outline

### 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