

# € TRAINING

Mastering Crisis Leadership



6 - 10 May 2024  
Kuala Lumpur (Malaysia)



# Mastering Crisis Leadership

REF: RC1713 DATE: 6 - 10 May 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

In today's fast-paced and unpredictable business landscape, leaders face a myriad of challenges, from sudden market shifts to personal setbacks. This program offers a holistic approach to navigating these turbulent times. It provides a unique blend of practical tools, psychological insights, and real-world examples to help leaders effectively manage crises within their organizations and personal lives. By exploring key strategies for crisis communication, decision-making, and resilience-building, participants will emerge better equipped to lead confidently in the face of adversity.

## Program Objectives:

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

- Understand effective stress and pressure management techniques.
- Develop robust crisis leadership skills for navigating challenging situations.
- Analyze various responses to stress and pressure, and adapt communication strategies accordingly.
- Foster a proactive and positive mindset to effectively lead teams through crises.
- Lead confidently and decisively during times of uncertainty and adversity.

## Target Audience:

- Managers at all levels.
- Supervisors and team leaders.
- Department heads and executives.
- Risk management professionals.
- Human resources personnel.
- Professionals interested in enhancing crisis management abilities.

## Program Outlines:

Unit 1.

Personal Leadership Skills for Managing Stress & Pressure:

- Understanding the physiological and psychological effects of stress on individuals.
- Holistic approaches to stress management, encompassing mental, emotional, and physical well-being.
- Recognizing different personality styles' responses to stress and pressure and identifying individual coping mechanisms.
- Exploring introvert and extravert responses to stress and adapting communication strategies accordingly.
- Practical techniques for building resilience and maintaining peak performance during challenging situations.

## Unit 2.

### Effective Communication Strategies in Times of Crisis:

- Differentiating between passive, aggressive, and assertive communication styles.
- Applying assertive communication techniques to navigate conflicts and crises constructively.
- Providing and receiving constructive feedback with empathy and clarity during stressful moments.
- Managing conflicts effectively to maintain team cohesion and productivity under pressure.
- Cultivating open and transparent communication channels to foster trust and collaboration during crises.

## Unit 3.

### Leading with Confidence During Adversity:

- Coping strategies for sudden changes and disruptions in organizational environments.
- Leading by example and inspiring confidence in teams during times of uncertainty.
- Recognizing signs of stress and burnout in oneself and others and implementing strategies for self-care and support.
- Motivating individuals and teams to overcome challenges and persevere in pursuit of organizational goals.
- Building personal and organizational confidence through effective leadership practices and continuous learning.

## Unit 4.

### Strategic Crisis Management:

- Leveraging creativity and innovation to identify opportunities for growth amidst crises.
- Identifying potential risks and vulnerabilities within organizational processes and systems.

- Empowering teams to proactively identify and address emerging issues before they escalate into crises.
- Implementing agile decision-making frameworks to respond swiftly and effectively to unfolding events.
- Integrating crisis management protocols into organizational governance structures and ensuring alignment with strategic objectives.

## Unit 5:

### Developing Resilient Teams and Organizations:

- Providing training and development opportunities to equip employees with stress management techniques and resilience-building skills.
- Cultivating a culture of adaptability, agility, and innovation to thrive in the face of adversity.
- Encouraging open dialogue and knowledge sharing to foster a supportive and collaborative work environment.
- Implementing creative problem-solving techniques to address challenges and capitalize on opportunities as a team.
- Developing personalized action plans for ongoing professional development and growth in crisis management capabilities.