

# € TRAINING

Crisis Leadership Navigating Emergencies  
with Confidence



5 - 9 August 2024  
Kuala Lumpur (Malaysia)



# Crisis Leadership Navigating Emergencies with Confidence

REF: RC1433 DATE: 5 - 9 August 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

In today's dynamic and interconnected world, effective leadership during crises and emergencies is crucial for ensuring the safety and well-being of individuals and organizations. This training program is designed to equip professionals with the knowledge, skills, and mindset needed to navigate through emergency situations with confidence and resilience. Through this program, participants will gain a deeper understanding of crisis psychology, emergency response strategies, and effective leadership techniques.

## Program Objectives:

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

- Understand the psychological dynamics of individuals and groups during crises and emergencies.
- Develop and implement effective emergency response plans.
- Lead teams and organizations with confidence and composure during high-pressure situations.
- Make rational decisions under uncertainty and time constraints.
- Foster resilience and adaptability within their teams and organizations.
- Communicate effectively with stakeholders and the public during emergencies.

## Target Audience:

- Line managers, team leaders, and supervisors in organizations of all sizes.
- Emergency and crisis management professionals in the public and private sectors.
- Health, Safety, and Environment HSE, Fire, and Security professionals.
- Project and program management professionals.
- Professionals in healthcare, public safety, and government agencies.

## Program Outlines:

### Unit 1.

#### Understanding Crisis Psychology:

- The nature of crises and emergencies.

- Psychological responses to stress and uncertainty.
- Factors influencing individual and collective behavior during crises.
- Strategies for maintaining morale and cohesion within teams.

## Unit 2.

### Emergency Response Planning:

- Developing comprehensive emergency response plans.
- Establishing communication protocols and chains of command.
- Conducting risk assessments and scenario planning.
- Training and preparing teams for emergency situations.

## Unit 3.

### Leadership in Crisis Situations:

- Roles and responsibilities of leaders during emergencies.
- Effective decision-making under pressure.
- Building trust and confidence within teams.
- Maintaining morale and motivation during crises.

## Unit 4.

### Communication Strategies:

- Communicating effectively with stakeholders and the public.
- Managing information flow and rumors.
- Utilizing various communication channels during emergencies.
- Addressing media inquiries and public concerns.

## Unit 5.

### Resilience and Adaptability:

- Building resilience within teams and organizations.



- Learning from past emergencies and applying lessons learned.
- Implementing continuous improvement initiatives.
- Preparing for future crises and emergencies.