



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Adaptive Leadership in Volatile Environments

Leadership Development



10495



In-Class



8 hours

Course Description:

This program equips participants with the critical skills required to anticipate, manage, and respond effectively to workplace crises. It focuses on identifying risks, recognizing early warning signs, and implementing structured response strategies to minimize impact. Participants will develop the ability to assess crisis situations, manage escalation, and apply preventive and responsive measures to ensure organizational stability and continuity.

Target Audience:

- Managers and team leaders
- HR professionals
- Risk and compliance teams
- Security and operations personnel
- Senior leaders responsible for business continuity

Course Objectives:

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

- Identify different types of workplace risks and potential crisis scenarios
- Examine behavioral patterns, warning signs, & triggers that may lead to crisis situations
- Distinguish between myths and realities of workplace crises to improve judgment and response
- Respond effectively to crisis situations using structured communication and escalation protocols
- Formulate proactive strategies & action plans to prevent, manage, & recover from crises

Course Outline:

Module 1: Understanding Crisis & Risk Landscape

- Definition and types of crises
- Internal vs. external risks
- Organizational impact of crises
- Introduction to crisis management frameworks

Module 2: Early Warning Signs & Behavioral Indicators

- Concerning workplace behaviors
- Workplace violence indicators (psychological & physical)
- Domestic and external risk signals
- Escalation stages and patterns

Module 3: Crisis Perception & Decision Bias

- Common myths about crises and violence
- Misjudgments and assumptions
- Understanding triggers (stress, conflict, personal factors)
- Risk perception and decision-making errors

Module 4: Crisis Response & Escalation Management

- Responding to incidents effectively
- Communication and reporting protocols
- Managing conflict and flashpoints
- Working with HR and escalation channels

Module 5: Prevention, Preparedness & Resilience

- Crisis prevention strategies
- Policies and workplace programs
- Emergency response planning
- Training, awareness, and culture building
- Developing a crisis action plan

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None