



10512



In-Class



8 hours



EGP 3,450

Course Description:

This program equips leaders with the mindset, frameworks, and tools required to lead effectively during crises and high-pressure situations. It focuses on decision-making under uncertainty, crisis communication, emotional intelligence, and leading teams through disruption and recovery. Participants will develop the ability to respond with clarity, build trust, maintain performance, and turn crises into opportunities for learning and growth.

Target Audience:

- Managers and team leaders
- Risk, compliance, and operations professionals
- High-potential leaders preparing for critical roles

Course Objectives:

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

- Interpret the nature of crises and differentiate crisis leadership from traditional leadership
- Navigate complex and fast-moving situations using structured decision-making frameworks
- Communicate clearly, transparently, and empathetically with stakeholders during crises
- Stabilize team performance by applying emotional intelligence, resilience, and trust-building strategies
- Transform crisis experiences into learning through recovery planning and post-crisis evaluation

Course Outline:

Module 1: Foundations of Crisis Leadership

- What is crisis leadership vs. traditional leadership
- Types of crises (operational, financial, reputational, external)
- Key leadership qualities (agility, decisiveness, empathy, transparency)
- The growing importance of crisis leadership

Module 2: Decision-Making Under Pressure

- The OODA Loop (Observe–Orient–Decide–Act)
- Urgent vs. important decision-making
- Ethical decision-making framework
- Managing uncertainty and incomplete information

Module 3: Crisis Communication & Stakeholder Management

- Principles of crisis communication (clarity, empathy, transparency, timeliness)
- Strategic messaging and real-world examples
- Stakeholder mapping and communication needs
- Risks of poor communication

Module 4: Leading People Through Crisis

- Emotional intelligence in crisis (self & others)
- Stress responses (fight, flight, freeze)
- Building psychological safety under pressure
- Trust-building leadership behaviors
- Resilience tools (breathing, grounding, reframing)

Module 5: Recovery, Learning & Long-Term Resilience

- Phases of recovery (stabilize, reconnect, reinforce)
- After Action Reviews (AAR)
- Learning from crisis and improving systems
- Leading long-term crises and sustaining performance
- Building a resilient culture

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