

# Crisis Leadership and Human Behaviour

## INTRODUCTION

- This Crisis Leadership and Human Behaviour training course encourages leaders to take an emergency response plan and adapt it as new evidence and factors present themselves. When leading through a crisis leaders are forced to think and behave in ways that feel unfamiliar. Leaders should be able to remain calm and maintain a sense of perspective and their goal is to reduce loss and keep things operating as normal as possible.
- Leaders must develop a robust application of the skills and practices incorporated in the five key disciplines: (1) Strategic Leadership and Innovation; (2) Team Building & Management; (3) Communication Skills; (4) Time Management, Prioritization & Results Orientation; (5) Problem Solving & Decision Making. For each discipline, you will learn everything from key theories to best practice from some of the world's most influential companies to develop empowering perceptions that will help you achieve success.

This training course will highlight:

- How the 'human factor' impacts on a crisis
- Being mentally resilient to the pressures arising from crises
- Maintaining communication with stakeholders
- Develop, apply and lead crisis management strategy
- Learn from the lessons and reform

## OBJECTIVES

- Together with developing a greater understanding of human behaviour, this training course pulls together information from a wide range of sources and builds a picture of what works and what does not in a time of crisis.

At the end of this training course, you will learn to:

- Prepare contingency plans for future crises
- Understand and minimize human factor in crisis management
- Improve problem solving, decision making and risk management
- Communicate effectively to all stakeholders
- Build trust and resilience within your organisation
- Create contingency plans and prepare for future crises

## TRAINING METHODOLOGY

- The training course is delivered in a highly interactive, hands-on learning style by a senior consultant with corporate experience. In addition to trainer-led group discussions, case studies, and role play exercises, this programme includes experiential learning and other instructional modalities to accommodate a variety of executive learning styles and to improve learning and retention.

## ORGANISATIONAL IMPACT

Enhanced strategic thinking and business planning enables an organization to increase stakeholder satisfaction through:

- Agile leadership style that adapts to meet the crisis challenges
- Empowering leadership that fosters effective teamwork that aligns to corporate objectives
- Leadership that encompasses strategic challenges and corporate change policies
- Greater productivity through engaged human behaviour
- Deadlines that are achieved on time, on budget and fully meet customer requirements
- Real problems solved and more effective decisions made

## PERSONAL IMPACT

Delegates will develop their ability to use strategic thinking to become more proactive and build business plans to implement strategic initiatives through:

- Greater self-knowledge, capabilities, and confidence in dealing with a crisis
- Progress initiatives by leveraging team relationships and performance
- Manage the strategic challenges and objectives of the company
- Employ a range of communication & interpersonal skills to address human behaviour
- Generate collaborate strategies for team and organisational improvement
- Select and apply innovative techniques for problem solving and continuous improvement

## WHO SHOULD ATTEND?

- This training course focuses on leading self, teams, and business units within a crisis environment. Professionals that hold leadership positions and who have been identified by their organisation as an emerging part of the company's succession plan are encouraged to attend.

This course is suitable to a wide range of professionals but will greatly benefit:

- New managers facing the increasing demands and responsibility
- New graduate staff exposed to managerial position
- Professionals with no previous experience related to leadership and management skills
- Team leaders looking to improve their team's performance & productivity
- Managers and leaders who wish to refresh their skills

## Course Outline

### Crisis Leadership and Innovation

- Leadership thinking – Who, how, when & why
- Examples of strategic success and failure
- Impact of external change: Competitive positioning, technology, regulation
- Competitive positioning
- Leadership theories & styles
- Understanding human behaviour

### Communicating in a Crisis

- Know your communication style and what it means
- Building agreement through the skills of influence
- How to present your ideas, plans and projects well
- Delivering your message clearly, confidently and with impact
- How to manage a meeting of your team or stakeholders
- Using tools and techniques for real-time communication

### Team Building & Team Motivation

- Developing a high-performance team
- Identifying effective team behaviours
- Understanding team player styles
- Meeting team performance challenges
- Understanding the causes of conflict
- Managing conflict effectively

### Time Management, Prioritization & Results Orientation

- Time management principles
- Activities and output
- Personal organisation and future goals
- Priorities – Urgent & important
- Handling pressure and building tactics for resilience
- Results orientation

### Problem Solving & Decision Making

- Identifying the real problem
- Problem solving requires diagnostic competence and optional solutions
- Modelling to generate options, selection, and implementation
- Effective decision making relies upon reviewing alternative solutions
- Overcome the fears that prevent challenging decision making
- Understand inherent and residual risk