

# Crisis Headship and Human Behavior

Reinforce Your Organization When It's Under Pressure

## Introduction

Leaders are encouraged by this Course N Carry Crisis Headship and Human Behaviour training course to adopt an emergency response plan and modify it when new information becomes available. Leaders are compelled to adopt unexpected attitudes and behaviours when navigating a crisis. The objective of leaders is to minimise loss and preserve as much normalcy as possible. They should be able to remain composed and retain their sense of perspective.

Leaders need to become proficient in applying the knowledge and techniques found in the five major disciplines: Time management, prioritisation, and results orientation; (2) team building and management; (3) communication skills; and (4) strategic leadership and innovation (5) Making decisions and solving problems. You will study everything from foundational ideas to industry best practices from some of the most significant businesses in the world for each field in order to create successful, empowered viewpoints.

### **This instruction session will emphasise:**

- The influence of the "human factor" in a crisis
- Having the mental fortitude to withstand the stresses brought on by crises
- Keeping in touch with interested parties
- Create, implement, and oversee a crisis management plan.
- Take the teachings to heart and make changes.

## Objectives

In addition to fostering a deeper comprehension of human conduct, this online course compiles data from numerous sources and creates a picture of what functions well and poorly during a crisis.

### **Upon completion of this training programme, you will be able to:**

- Make backup plans in case of emergencies in the future.
- Recognise and reduce the role of people in crisis management.
- Boost your ability to solve problems, make decisions, and manage risks.
- Effectively communicate with all parties involved.
- Develop resilience and trust within your company.

- Make backup plans and get ready for unforeseen emergencies.

## Training Methodology

A senior consultant with corporate experience leads the training course in a highly engaging, hands-on learning manner. This programme incorporates experiential learning and other instructional modalities to suit a variety of executive learning styles and to promote learning and retention, in addition to trainer-led group discussions, case studies, and role-play exercises.

## Organizational impacts

**Through improved business planning and strategic thinking, an organisation can raise stakeholder satisfaction by:**

- Agile leadership that changes to address the demands of a crisis
- Empowering leadership that promotes efficient teamwork in opposition to business goals
- Leadership that addresses corporate transformation policies and strategic challenges
- Increased output via active human behaviour
- Timely and cost-effective completion of deadlines while meeting all client demands
- Real issues resolved and more sensible choices made

## Personal Impact

**Delegates will gain proficiency in creating company plans to carry out strategic initiatives and using strategic thinking to be more proactive through:**

- Increased self-awareness, competence, and assurance in handling a crisis
- Advance efforts by utilising team dynamics and output
- Oversee the company's goals and strategic difficulties.
- Utilise a variety of interpersonal and communication techniques to address human behaviour.
- Develop cooperative tactics to enhance teams and organisations.
- Choose and implement cutting-edge methods for ongoing improvement and problem solving.

## Who should attend?

The emphasis of this training programme is on crisis management and directing oneself, groups, and business units. Attendance is encouraged from professionals in leadership roles who have been recognised by their business as emerging leaders under the company's succession strategy.

**Professionals of all stripes can profit from this course, however the following are the main advantages:**

- New managers must deal with growing responsibilities and demands
- Newly graduated employees exposed to positions of management
- Professionals without any prior expertise in management and leadership
- Team managers trying to raise productivity & performance levels within their group
- Leaders and managers looking to update their skills

## **Course Outline**

### **Day 1**

#### **Innovation and Crisis Management**

- Thinking strategically: Who, what, when, and why
- Instances of successful and unsuccessful strategies
- Effects of external change: Regulation, technology, and competitive positioning
- Positioning yourself against the competition
- Theories and styles of leadership
- Knowing how people behave

### **Day 2**

#### **Interacting During a Crisis**

- Recognise your communication style and its implications.
- Creating consensus via persuasive techniques
- How to properly convey your concepts, strategies, and initiatives
- Communicating your message with impact, assurance, and clarity
- How to conduct a stakeholder or team meeting
- Using methods and resources for instantaneous communication

### **Day 3**

#### **Motivation & Team Building**

- Forming a highly effective team
- Recognising productive team attitudes
- Recognising the styles of team players
- Overcoming obstacles to team performance
- Recognising the root reasons of disagreement
- Effectively handling conflict

## Day 4

### Prioritisation, Time Management, and Results Orientation

- Principles of time management
- Actions and results
- Organisation within oneself and future objectives
- Priorities: Critical and pressing
- Managing stress and developing resilience-building strategies
- Focus on results.

## Day 5

### Resolving Issues and Making Choices

- Finding the actual issue
- It takes diagnostic proficiency and optional solutions to solve problems.
- Using modelling to produce possibilities, choices, and execution
- Reviewing potential options is necessary for making effective decisions.
- Overcome the anxieties that keep you from making difficult decisions.
- Recognise both residual and inherent risk.