5 Days

Leadership & Decision Making in Crisis & Emergency Situations

▶ Upcoming Sessions

29 Jul-02 Aug 2024	London - UK	$5,950
04-08 Nov 2024	Dubai - UAE	$5,950
20-24 Jan 2025	Dubai - UAE	$5,950
28 Jul-01 Aug 2025	London - UK	$5,950
03-07 Nov 2025	Dubai - UAE	$5,950

▶ Training Details

Training Course Overview

This Anderson training course will provide professionals with the knowledge, skills, and attitudes required to manage and lead teams and organisations before, during, and after a crisis or emergency. All leaders are sooner or later confronted with the need to lead and manage their team or organisation during a crisis or emergency. The skills and competencies that are required to lead in these circumstances are much more demanding of the leader than normal everyday leadership. Leaders have to make decisions quickly while accepting significant risk in order to achieve a favourable outcome for their organisation, its members and clients, as well as the public it serves.

This Anderson training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes speaker input, facilitated discussion, syndicate work and practical exercises, videos, self-tests, all with an emphasis on delegate involvement throughout.

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- Understand individual and collective psychology and organisational dynamics in crises and emergencies
- Analyse and make rational decisions in before, during and after crises and emergencies
- Lead teams and organisations in crises and emergencies
- Solve problems and manage crises and emergencies
- Understand and apply ethical factors in crisis and emergency leadership

Designed for

This Anderson training course is suitable for a wide range of professionals but will greatly benefit:

- Line and functional managers, team leaders and supervisors in organisations of all sizes
- Emergency and crisis management professionals in the public and private sectors

- Project and programme management professionals
- Professionals in health care, public safety, and government agencies

▶ Training Details

Day One: Psychology and Dynamics of Crises and Emergencies

- The nature of crises and emergencies
- Individual psychology under crisis and emergency conditions
- Collective psychology under crisis and emergency conditions
- Evolution and dynamics of crises and emergencies
- Crises and emergencies don't just work 8 hour days
- Tasks of leaders before, during, and after a crisis or emergency

Day Two: Rational Decision-Making in Crises and Emergencies

- Instinct, intuition, and reason
- Rational decision-making processes
- Individual and collective Decision-Making
- Psychology & human behaviour, solutions to improve your Decision Making
- Delegation through mission-based leadership
- Structured hierarchical planning and operations

Day Three: Leading Teams and Organizations

- Roles and responsibilities of leaders in crises and emergencies
- Crisis/emergency management organization
- Creating effective and efficient teams through rapid teambuilding
- Creating effective and efficient interagency cooperation and collaboration
- Organizational & team dynamics: morale, cohesion, mood, unity of purpose
- Principles of operational command and leadership

Day Four: Solving the Problem: Managing the Crisis or Emergency

- Seeking cause & effect to solve problems, not blame or responsibility
- Creating and running a crisis/emergency Command Centre
- Elements of risk management: prevention, response, containment & recovery
- Principles of business continuity and crisis operations
- Information gathering and situational awareness
- Operational rhythm, routines, and information management

Day Five: Ethical Factors in Crisis and Emergency Leadership

- Caring for subordinates and their families
- The leader's self-care
- Responsibilities to authorities, the public and/or victims
- Managing and leveraging Social Media
- After-action review and lessons learned processes
- Preparing for the next crisis or emergency

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae

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