

Leading an Effective Crisis Management Team

LEVEL
2
AWARD

Intended Audience

This programme is ideal for practicing crisis management team leaders, helping them become more effective and confident in their role. Also suitable for new or aspiring team leaders – helping them make the transition from a team member to leading a team.

Benefits for Individuals

- Learn core leadership and management skills
- Build crisis management skills and put these skills into practice in your workplace
- Improve your team's performance
- Certified professional development through accredited training.

Benefits for Employers

- Motivated and competent team leaders
- Increased productivity
- Customisable to suit organisational and individual needs
- Workplace-based assessment ensures new skills are effectively transferred to the job.

The modules in these qualifications cover a wide range of skills, knowledge and understanding. These focus on communication, working with people, providing direction and leadership, and getting results – from problem-solving to planning and monitoring workloads.

Level 2 Course Structure

Guided Learning Time

This program consists of 5 days face-to-face classroom training. Additional self-study time will be required in order to complete the two assessment assignments.

Assessment Requirements

This programme requires learners to complete two assignments for assessment, each approximately 1000 to 1500 words in length. In addition, practical skills will be assessed through a tabletop exercise run on the view360global platform in which learners will apply their crisis management capabilities to a realistic crisis situation.

Facilitation

Our courses are delivered using qualified and experienced professionals who are also trained learning practitioners. This ensures that learners receive a high quality blended learning experience.

Module 1 - Leading your Work Team

- 1 Understanding the difference between leadership and management, and the need for each of them.
- 2 Characteristics of a leader, and how these are developed.
Importance of leadership within your team.
- 3 Range of leadership styles – their uses, associated behaviours and potential impacts on individuals and outputs/performance.
Identification, development and appropriate use of personal leadership styles.
- 4 view360global immersive exercise to develop the ability to apply knowledge and skills of leadership styles

Module 2 - Decision Making and Crisis Command Structures

- 1 Decision making in a crisis.
Group dynamics, cognitive biases, structured models - JESIP, Joint Decision Model,
- 2 Crisis command structures.
Legal and ethical considerations
- 3 Crisis communication challenges, strategies and integration.
Structured briefing models.
- 4 Case Studies: Analysing historical and contemporary crises to extract lessons learned to inform a strategic approach to crisis management

Module 3 - Effective Team Working

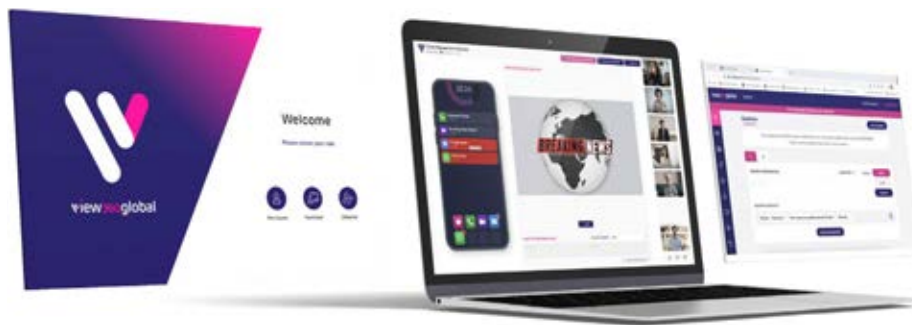
- 1 Differences between groups and teams, particularly in the workplace.
Characteristics of a good team and the advantages of team working.
- 2 How groups are formed (e.g. Tuckman).
How to identify team roles and their implications (e.g. Belbin).
How personal values can affect the team.
- 3 Possible types of problem behaviour and causes of disagreement and conflict.
By acknowledging the diverse elements contributing to problem behaviour, stakeholders can tailor their interventions to address the underlying issues comprehensively.
- 4 Role of self and others in organisation to deal with differences.
Leveraging an organisational culture that fosters collective success.

Module 4 - From Crisis to Business as Usual

- 1 Risk assessment and prioritisation.
Mitigation strategies and contingency planning.
- 2 Resource Allocation: Allocating resources effectively during a crisis.
Assessing the severity and urgency of different aspects of the situation to prioritise the allocation of resources.
- 3 Business Continuity Planning: Ensuring essential functions continue during and after a crisis.
Identify and prioritize critical functions and processes that are essential for the organization's operation.
- 4 Tabletop Exercises: Simulating crisis scenarios to test and refine response and recovery plans with focus on escalation and de-escalation thresholds.

Module 5 - The Effective Crisis Leader

- 1 Decision making in crisis situations, strategies, balancing urgency and accuracy.
Continuous monitoring and after-action reviews.
- 2 Effective team leadership under pressure.
Team formation and dynamics during crises.
Effective delegation and coordination.
- 3 Post-Crisis Evaluation and Continuous Improvement
Industry specific challenges and best practices.
- 4 view360global Tabletop Exercises: Simulating crisis scenarios to test and refine knowledge learned.
Debriefing and analysis of exercise outcomes.



view360global

Our proprietary class-leading view360global experiential learning environment immerses students into realistic crisis management simulations providing a safe space to put theory into practice. Learners receive mixed media injects closely mirroring how real-life situations would unfold. Decisions and rationale are captured within the platform and can be used to inform in-exercise facilitation as well as for post-exercise evaluation.

The platform can also be used for assessment purposes providing a more realistic method of reviewing knowledge and skills compared to traditional methods. In-built translation features allow multi-lingual engagement. Used in over 40 countries worldwide to date.

Internationally Recognised Accreditation

The ILM is the United Kingdom's leading provider of leadership, coaching and management qualifications and training. The organisation is part of the City & Guilds Group business and operates across 8 global regions: Africa, ASEAN (South East Asia), Caribbean and the Americas, East Asia, India, the Middle East, the Pacific and South Asia. ILM qualifications are regulated by Ofqual for full quality assurance.



Certification

Successful learners will achieve the Level 2 Award in Leadership & Team Skills (QAN 600/5928/X) from the Institute of Leadership & Management (ILM).

Progression

Our next level course "Advanced Crisis Leadership: Strategies for Experienced Practitioners" offers an opportunity for continuing professional development and includes the ILM Level 3 Award in Leadership and Management (QAN:600/5934/5).



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