



Effective Crisis Leadership: A Tactical & Strategic Approach

LEVEL
4
AWARD

Intended Audience

This programme is designed for new or aspiring middle managers with a role in a crisis leadership team. It will develop skills and experience, improving performance in preparation for senior management responsibilities. Consideration of a strategic approach will equip learners with the tools to drive transformational change across an organisation enhancing preparedness, responsiveness and recovery from any crisis situation.

Benefits for Individuals

- Consolidate your management skills and experience and put them into practice to drive better results.
- Build specialist knowledge in the areas of risk assessment and management to enhanced strategic focus.
- Develop the decision-making skills needed to be an effective crisis leader.
- Certificated professional development through accredited training.

Benefits for Employers

- Develops middle managers with an advanced understanding of their role as crisis managers.
- Enhanced crisis response decision making and leadership with the ability to lead cultural transformation.
- Managers who can assess and improve their own leadership styles and behaviours.
- Proven skills – to get these qualifications, managers will need to show that they can transfer their new skills to your organisation.

Level 4 Course Structure

Guided Learning Time

This programme consists of 5 days facilitator led classroom training. An element of pre-course reading will also be suggested. 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 2000 words in length. In addition, practical skills will be assessed through a number of tabletop exercises run on the view360global platform in which learners will apply their crisis management leadership 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 - Effective Crisis Leadership

- 1 Understanding Crisis Leadership. Differentiating crisis leadership from regular leadership.
- 2 The Impact of Effective Crisis Leadership. Consequences of poor crisis leadership.
- 3 Introduction to Gold-Silver-Bronze team structure and its benefits.
Gold team Leadership and strategic planning.
Silver team coordination and project management.
Bronze team execution and operational excellence.
- 4 Integration and continuous improvement.
Cross tier collaboration.
Continuous improvement and feedback loops.

Module 2 - Managing Risk in the Workplace

- 1 Evaluation of relevant laws and legislation relating to risk management in own area of responsibility.
- 2 Evaluation of internal policies relating to the management of risk in own area of responsibility.
- 3 Conducting a risk assessment within the context of own organisation using the standardised methodologies.
- 4 Developing risk assessment to include mitigation actions to determine net identified risks.
- 5 The risk identification and mitigation cycle. Continuous monitoring and improvement.

Module 3 - Planning and Leading a Complex Team Activity

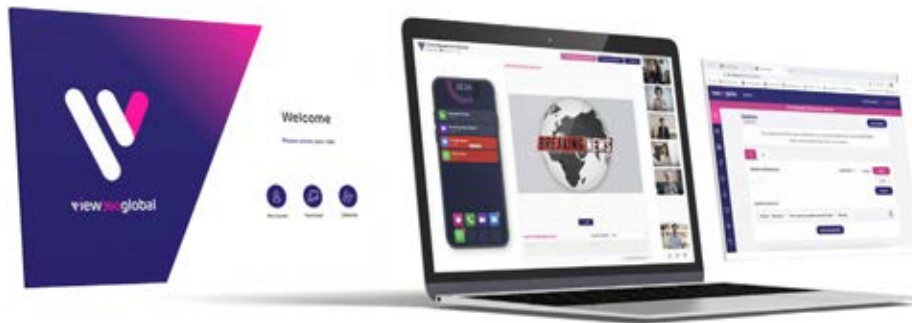
- 1 Defining the purpose, aims and objectives.
- 2 Identifying the tasks and resources required for the activity, including any operational constraints that apply to the activity.
- 3 Producing a plan for the implementation of the activity.
- 4 Presenting information and briefing.
Allocation of roles and responsibilities to team members.
- 5 Practical simulation exercise to implement key lessons and best practice of planning and leading a complex team activity.

Module 4 - Solving Problems by Making Effective Decisions

- 1 Defining a complex problem including its scope and impact.
Analysing information to inform the decision-making process.
- 2 Using decision making techniques to evaluate a range of solutions to identify the most appropriate option to solve to the problem.
- 3 Considering a range of alternative solutions to the problem.
Develop a detailed plan for implementing the solution.
- 4 Communicating the plan to relevant stakeholders.
Structured briefing models and their role in effective decision making.
- 5 Assessing appropriate monitoring and reviewing techniques to ensure successful implementation of solution.

Module 5 - Building a Crisis Ready Organisational Culture

- 1 Exploring the role of leadership in shaping a culture that is resilient and prepared for crises.
Fostering a culture of preparedness.
- 2 Organisational learning and adaptation. Establishing mechanisms for continuous learning.
- 3 Interactive sessions, role-playing, and simulations to enhance practical skills.
- 4 Horizon scanning and proactive crisis management.
Anticipating and identifying emerging risks.
Utilising technology and integration within risk assessment.
- 5 Table Top Exercise. Crisis leadership activity.



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 4 Award in Leadership & Management (QAN 600/5851/1) from the Institute of Leadership & Management (ILM).

Progression

Our next level course "Strategic Crisis Leadership Mastery: Navigating Challenge" offers an opportunity for continuing professional development and includes the ILM Level 5 Award in Leadership and Management (QAN:600/5855/9).



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