

Integrated Crisis Leadership: Elevating Strategies, Tactics & C-Suite Resilience

LEVEL

5

AWARD

Intended Audience

This programme is designed for established managers with a leadership role in a crisis management team. A strong focus on leadership capability and performance will equip learners with the skills to deliver organisational goals whilst benchmarking capabilities against a range of leadership models. Team leading skills and responsibilities will be explored in order to develop self-awareness and effectiveness in enabling learners to become results driven leaders. Practical skills will be trained in a variety of scenarios ensuring that the theory learned transitions to the workplace.

Benefits for Individuals

- Use core management techniques to drive better results in supporting strategic aims.
- Develop your ability to lead, motivate and inspire in critical situations.
- Provide strategic leadership as well as day to day management.
- Identify and benchmark your crisis management skills against a range of leadership models.
- Certified professional development through accredited training.

Benefits for Employers

- Encourage strategic thinking at this level of management to foster business improvement.
- Engage managers with development providing measurable benefits to committed professionals.
- Enhanced crisis response, decision making and leadership to lead cultural transformation.
- Managers who can assess and improve their own leadership styles and behaviours.
- Proven skills, which managers will need to show they can transfer new skills to your organisation.

Level 5 Course Structure

Guided Learning Time

This program consists of 5 days facilitator led classroom training. An element of pre-course reading will also be suggested. Assessments will be integrated into the modules ensuring completion by the end of the course.

Assessment Requirements

This programme requires learners to evidence their crisis management leadership skills across a range of assessment tasks. 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 - Understanding Crisis Dynamics

- 1 Foundations of Crisis Management. Historical events and the evolving nature of modern crises
- 2 Typologies and triggers of a crisis. Crisis types (e.g. financial, reputational). Identifying common triggers and warning signs. Case studies.
- 3 Systems thinking in crisis dynamics. Interconnected systems and networks. Chaos theory and complex adaptive systems.
- 4 Globalisation and crisis dynamics. Impact of globalisation on crisis frequency and severity. Supply chain vulnerabilities.

Module 2 - Strategic Crisis Planning & Preparedness

- 1 Developing comprehensive crisis response plans. Integration with business continuity planning.
- 2 Conducting risk assessments and identifying vulnerabilities. Scenario planning for anticipating future crises.
- 3 Building organisational resilience. Developing adaptive capacity. Learning from previous crises: case studies and best practice.
- 4 Training and simulation exercises. Designing effective crisis management training programmes. Conducting exercises.
- 5 Technology and tools for crisis preparedness. Crisis communication platforms. Integrating artificial intelligence for early warning.

Module 3 - Leadership & Decision Making Strategies

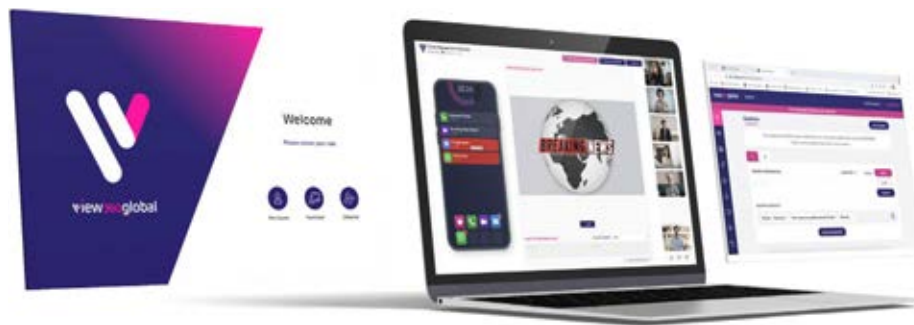
- 1 Crisis leadership styles and approaches. Exploring different leadership models and adaptive strategies.
- 2 Emotional intelligence in crisis management. Managing stress and emotions in high-stakes situations. Empathy and compassion in crisis leadership.
- 3 Decision-making under pressure. Cognitive biases and decision-making pitfalls in crises. Effective decision-making models. Delegating authority and empowering teams.
- 4 Team dynamics in crisis leadership. Building and leading high-performance crisis teams. Communication strategies within crisis teams. Addressing team conflict and building cohesion.
- 5 Learning from crisis leadership case studies. Extracting lessons learned from successes and failures. Applying insights to current leadership challenges.

Module 4 - Effective Communication & Media Strategies

- 1 Understanding the role of communication in crisis management. Developing a crisis communication strategy. Establishing communication protocols and channels.
- 2 Internal stakeholder communication. Engaging employees in crisis communication. Strategies for maintaining employee well-being.
- 3 External stakeholder engagement. Communicating with customers, suppliers, and partners. Managing public relations and media interactions. Addressing community concerns and expectations.
- 4 Media relations and reputation management. Working with the media during a crisis. Rebuilding and safeguarding organisational reputation.
- 5 Crisis communication in the digital age. Leveraging social media for crisis communication. Addressing misinformation and rumours.

Module 5 - Recovery Strategies & Continuous Improvement

- 1 Adaptive leadership in crisis phases. Recognising and responding to different crisis phases. Adjusting leadership approaches for prevention, response, and recovery.
- 2 Leveraging technology for crisis response. Utilising advanced technologies in crisis management. Implementing data analytics for early detection.
- 3 Strategic innovation and continuous adaptation. Fostering a culture of innovation in crisis management. Developing agile strategies for rapid adaptation. Continuous improvement in crisis management.
- 4 Learning from past crises. Conducting post-crisis analysis and evaluation.
- 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 5 Award in Leadership & Management (QAN 600/5855/9) from the Institute of Leadership & Management (ILM).

Progression

Successful learners will be equipped with accredited leadership skills evidencing the capabilities required to take on an effective strategic role in crisis management within an organization.



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