Leadership & Decision-Making in Crisis & Emergency Situations

06 - 10 Sep 2015
04 - 08 Sep 2016
Dubai, United Arab Emirates
Leadership & Decision-Making in Crisis & Emergency Situations

Why Choose this Course?

This 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 course will feature:

- Exercising leadership and personnel management under emergency and crisis situations.
- Assessing, prioritizing, and managing risks and threats before, during, and after a crisis or emergency.
- Making decisions quickly and efficiently, and knowing when and how to involve others and to delegate effectively.
- Communicating and collaborating with legal and government authorities, media, and other agencies and organisations.
- Conducting emergency and crisis management operations.

What are the Goals?

By the end of this course, participants 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

How will this be Presented?

This 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.

Course Schedule:

Dubai,
United Arab Emirates
06 - 10 Sep 2015
04 - 08 Sep 2016

Who is this Course for?

Executives, Entrepreneurs, and Managers who must build and lead dynamic and high performing teams and organisations in risky situations with a high probability of crises or emergencies are encouraged to attend to this course.

This course is suitable to 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
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

Instinct, intuition, and reason
• Rational decision-making processes
• Individual and collective decision-making
• Delegation through mission-based leadership
• Nested hierarchical planning and operations

Organizational and public 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 and team dynamics: morale, cohesion, mood, and unity of purpose
• Principles of operational command and leadership

Seeking cause and effect to solve the problem, not to attribute blame or responsibility
• Creating and running a crisis/emergency command centre
• Elements of risk management: prevention, response, containment, and recovery
• Principles of business continuity and crisis operations
• Information gathering and situational awareness
• Operational rhythm, routines, and information management

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

Register Now: +971 4 427 5400 | +971 4 427 5401 | info@aztech.ae | www.aztech.ae
Leadership & Decision-Making in Crisis & Emergency Situations

Complete & send by fax/mail to address given below. Please use BLOCK CAPITALS.

<table>
<thead>
<tr>
<th>Date</th>
<th>Venue</th>
<th>Fees(USD)</th>
<th>Book your seat</th>
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<tbody>
<tr>
<td>06 - 10 Sep 2015</td>
<td>Dubai</td>
<td>$4,150</td>
<td>Register Now</td>
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This fee is inclusive of Documentation, Lunch and Refreshments

REGISTRATION DETAILS

Family Name: ..........................................................
First Name (Mr./Ms.): ..............................................
Position: ....................................................................
Company: ...................................................................
Mailing Address: ........................................................
Telephone ............................................................
Mobile ............................................................... 
Fax ...........................................................................
Email ......................................................................

AUTHORISATION

Authorised by: ..........................................................
Position: ....................................................................
Telephone ............................................................
Fax ...........................................................................
Email ......................................................................
Postal Address: ........................................................

MODE OF PAYMENT

☐ Please invoice my company
☐ Please invoice me
☐ Please find enclosed a cheque payable to AZTECH

HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue.

Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

CANCELLATIONS & SUBSTITUTIONS

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a $250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

DISCLAIMER

Circumstances beyond the control of AZTech may necessitate postponement, change of venue or substitution of the Instructor. As such, AZTech reserves the right to implement such amendments.

4 WAYS TO REGISTER

Tel: +971 4 427 5400
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Email: info@aztech.ae
Website: www.aztech.ae

AZTech Certificate of Completion will only be awarded to those delegates who attend and complete the course.