Leading Under Pressure
Managing Organisational & Personal Crises

12 - 23 October 2020
Barcelona, Spain
WHAT ARE THE GOALS?

By the end of this AZTech training course, participants will be able to:

- Develop leadership skills for handling pressure
- Explain how different personality styles respond to stress and pressure
- Acquire an in-depth knowledge of the key aspects of Strategic Crisis Management
- Develop strategies so ensuring you and your organisation responds efficiently and effectively
- Understand the five deadly leadership behaviours and six winning strategies in a crisis

WHO IS THIS TRAINING COURSE FOR?

This AZTech training course is suitable to a wide range of professionals, but will greatly benefit:

- Individuals with leadership responsibility
- Security & Fire Management personnel
- Health, Safety and Environment personnel
- Emergency and Crisis Management Responders
- Professionals who have been allocated crisis management tasks yet have had insufficient time to devote to the subject

HOW WILL THIS TRAINING COURSE BE PRESENTED?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes case studies and several group exercises, participative lectures with handout materials, manual, and slides. Syndicate work-shops and reporting back sessions will encourage a fully participative and an enjoyable event.
THE COURSE CONTENT

Module 1: Leadership Excellence in Handling Pressure & Stress

Day One: Personal Leadership Skills for Handling Pressure & Stress

- Stress and its effects on the body, mind and spirit
- Holistic response to stress
- Relationship between mind and body
- Personality styles and response to stress
- Understanding Introvert and Extravert responses to stress
- Turning stressful challenges into opportunities

Day Two: Enhancing Communication Skills in Times of Stress

- Passive & aggressive responses
- Assertive communication during stressful times
- Managing conflicts during times of stress
- Giving and receiving criticisms during stressful moments
- Resolving conflicts constructively during times of pressure
- Creative solutions in times of stress

Day Three: Leading with Confidence during Challenging Times

- Coping with sudden change
- Leading others during sudden changes
- Recognizing the symptoms of short term and long term effects of stress
- Motivating yourself and others under pressure
- Building confidence during stressful times
- Leading others with confidence

Day Four: Improving Leadership Effectiveness in Managing Crisis

- Crisis management skills
- Recognizing opportunities for change in a crisis
- Helping the team look for creative opportunities
- Practicing creative leadership in facing a crisis
- Removing blocks to creative solutions in a crisis
- Creative leadership effectiveness

Day Five: Developing & Training Your Team to Handle Pressure, Stress & Crisis

- Training and developing employees to handle stress and pressure
- Stress handling techniques for you and your employees
- Helping the team to see the positive side of change in the workplace
- Implementing creative problem solving skills for your team when facing crisis
- Enhancing team effectiveness during stress
- Developing a personal action plan

THE STRUCTURE

This comprehensive training course consists of two modules which can be booked as a 10 Day Training event, or as individual, 5 Day training courses.

- Module 1 - Leadership Excellence in Handling Pressure & Stress
- Module 2 - Strategic Crisis Management
Module 2: Strategic Crisis Management

Day Six: What Should be in Place Before the Event?

- Understanding Crisis Management and how to manage a Crisis
- Consider the complete range of risks facing businesses in the 21st century
- Crisis Managers - Roles & Responsibilities - manage the issue before it becomes a Crisis
- Who else inside and outside the organisation should be involved?
- Five deadly Leadership behaviours & Six winning strategies
- Understanding ‘denial-curve’ and ‘group-think’ syndromes

Day Seven: Pre-planning, who and what else should be Considered?

- Case Studies, why some companies fail and others survive?
- Who owns the mitigation process?
- Developing and Implementing Emergency Plans
- Crisis Management and Communications. Emergency Centre/s
- Developing and implementing a Business Continuity Management (BCM) strategy
- Business Impact Analysis. Case Study and Workshop

Day Eight: Dealing with a Crisis - the ‘Communications’ Perspective

- Command and Control Issues. Operational, Tactical and Strategic
- On Scene Crisis Management, essential elements for success
- Reputation Management - Managing the Media.
- Organising a Press Conference & step by step guidance on how to conduct TV interviews
- BP Press Conferences – What went wrong?
- Exercise: Crisis Communications Strategy

Day Nine: Incident Management & Aftermath

- Alerting and Warning. Case Studies. What can go right and what can go wrong
- Major Incident Simulation - Role Playing Workshop
- Potential Psychological & Welfare problems in Crisis Management
- How to improve staff morale and confidence in the process
- Questionnaire, are your batteries in good condition?

Day Ten: Essential Post Incident Actions

- Exercises: a programme of learning and of validating plans and procedures;
- How to get advantageous results from an exercise
- Post Incident evaluations, de-briefing skills - managing the de-briefs - hot and cold
- Critique report writing, executive summaries and recommendations
- Closing the loop. Implementing the recommendations, continuing the process
- 3 disastrous Case Studies with the same cause, are we learning from others?
Leading Under Pressure

Managing Organisational & Personal Crises

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<tr>
<th>DATE</th>
<th>VENUE</th>
<th>FEES(USD)</th>
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<tr>
<td>12 - 23 Oct 2020</td>
<td>Barcelona - Spain</td>
<td>$11,900</td>
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**REGISTER NOW**

*This fee is inclusive of Documentation, Lunch and Refreshments and exclusive of 5% UAE VAT*

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- □ PLEASE FIND ENCLOSED A CHEQUE PAYABLE TO AZTECH
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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.

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- Module 1 – Leadership Excellence in Handling Pressure & Stress
- Module 2 – Strategic Crisis Management

CERTIFICATION
AZTech Certificate of Completion for delegates who attend and complete the training course

4 WAYS TO REGISTER
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