

GLOBAL EXPERTS INSTITUTE FOR TRAINING.  
ISO 9001-2008 TRAINING PROVISION CERTIFIED

## Crisis Management & Human Behavior

### Schedule Dates:

<b>Start Date</b>	<b>End Date</b>	<b>Place</b>
19 Feb 2024	23 Feb 2024	London - Hilton – Kinsington Hotel

### Program Introduction:

This Crisis Leadership and Human Behavior training course encourages leaders to take an emergency response plan and adapt it as new evidence and factors present themselves. When leading through a crisis leaders are forced to think and behave in ways that feel unfamiliar. Leaders should be able to remain calm and maintain a sense of perspective and their goal is to reduce loss and keep things operating as normal as possible.

### Program Objective:

- ✓ Prepare contingency plans for future crises
- ✓ Understand and minimize human factor in crisis management
- ✓ Improve problem solving, decision making and risk management
- ✓ Communicate effectively to all stakeholders
- ✓ Build trust and resilience within your organization
- ✓ Create contingency plans and prepare for future crises

### Who should attend?

- New managers facing the increasing demands and responsibility
- New graduate staff exposed to managerial position
- Professionals with no previous experience related to leadership and management skills
- Team leaders looking to improve their team's performance & productivity
- Managers and leaders who wish to refresh their skills

## Program Outlines

### *Day One*

#### **Crisis Leadership and Innovation**

- Leadership thinking – Who, how, when & why
- Examples of strategic success and failure
- Impact of external change: Competitive positioning, technology, regulation
- Competitive positioning
- Leadership theories & styles
- Understanding human behavior

### *Day Two*

#### **Communicating in a Crisis**

- Know your communication style and what it means
- Building agreement through the skills of influence
- How to present your ideas, plans and projects well
- Delivering your message clearly, confidently and with impact
- How to manage a meeting of your team or stakeholders
- Using tools and techniques for real-time communication

### *Day Three*

#### **Team Building & Team Motivation**

- Developing a high-performance team
- Identifying effective team behaviors
- Understanding team player styles
- Meeting team performance challenges
- Understanding the causes of conflict
- Managing conflict effectively

### *Day Four*

#### **Time Management, Prioritization & Results Orientation**

- Time management principles
- Activities and output
- Personal organization and future goals
- Priorities – Urgent & important
- Handling pressure and building tactics for resilience
- Results orientation

### *Day Five*

#### ***Problem Solving & Decision Making***

- Identifying the real problem
- Problem solving requires diagnostic competence and optional solutions
- Modelling to generate options, selection, and implementation
- Effective decision making relies upon reviewing alternative solutions
- Overcome the fears that prevent challenging decision making
- Understand inherent and residual risk

#### **Training Methodology:**

- Slide presentations
- Interactive discussion
- Simulations and Gamification
- Online Video material

## Cost Quotation in Kuwaiti Dinars

### The total cost includes:

-  Instructor(s) expenses
-  Training materials
-  Certification

**Total Cost: 1350 KD per Participant**  
( One Thousand Three Hundred Fifty Kuwaiti Dinar )