



course : Leadership and Decision - Making in Crisis and Emergency Situations

City : Kuala Lumpur
Start Date : 2025-10-20
Period : 2 Weeks

Hotel : Kuala Lumpur
End Date : 2025-10-31
Price : 5925 \$

HighPoint Training and Management Consultancy
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Course Overview

This training course equips professionals with the essential knowledge, skills, and attitudes required to manage and lead teams and organizations before, during, and after crises or emergencies. All leaders inevitably face the challenge of guiding their teams through difficult and high-risk situations. Unlike day-to-day leadership, crisis leadership demands faster decision-making, the acceptance of greater risks, and the ability to safeguard the organization, its people, clients, and the public.

This course will feature:

- Exercising leadership and personnel management under emergency and crisis conditions
- Assessing, prioritizing, and managing risks and threats across all crisis phases
- Making timely and effective decisions, including delegation and team involvement
- Collaborating with government authorities, legal bodies, media, and other organizations
- Conducting crisis management and emergency response operations

Course Objectives

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

- Understand individual and group psychology, as well as organizational dynamics, in crises and emergencies.
- Apply rational decision-making methods before, during, and after crises.
- Lead teams and organizations effectively under emergency conditions.
- Solve problems and manage crises with confidence and efficiency.
- Recognize and apply ethical principles in crisis and emergency leadership.

Target Audience

This course is highly beneficial for:

- Executives, entrepreneurs, and managers who must lead dynamic teams under high-risk conditions
- Line and functional managers, team leaders, and supervisors in organizations of all sizes
- Emergency and crisis management professionals in both public and private sectors
- Project and program managers

- Professionals in healthcare, public safety, and government agencies

Methodology

This program uses a variety of adult learning techniques to maximize comprehension and retention, including:

- Expert presentations and input
- Facilitated discussions
- Group exercises and syndicate work
- Case studies and simulations
- Videos, self-assessments, and practical exercises
- All methods emphasize active delegate participation

Course Outline

Day 1 :Psychology and Dynamics of Crises and Emergencies

- Nature and types of crises and emergencies
- Individual and collective psychology under stress
- Evolution and dynamics of crises over time
- The leader's role before, during, and after emergencies

Day 2 :Rational Decision-Making in Crises and Emergencies

- Balancing instinct, intuition, and reason
- Structured decision-making processes
- Individual vs. group decision-making approaches
- Mission-based leadership and effective delegation
- Hierarchical planning and coordination

Day 3 :Leading Teams and Organizations

- Organizational and public responsibilities in crises
- Building crisis management structures
- Rapid team building and creating effective response teams
- Enhancing inter-agency cooperation and collaboration
- Morale, cohesion, and unity of purpose in crisis teams

- Principles of operational leadership and command

Day 4 :Solving Problems & Managing the Crisis

- Identifying root causes versus assigning blame
- Establishing and managing a crisis command center
- Risk management principles: prevention, response, containment, and recovery
- Business continuity planning and crisis operations
- Situational awareness and information management
- Operational routines and rhythm under crisis conditions

Day 5 :Ethical Factors in Crisis and Emergency Leadership

- Caring for staff and their families during emergencies
- Self-care and resilience of leaders
- Responsibilities to authorities, victims, and the public
- Media relations and reputation management
- After-action reviews and lessons learned
- Preparing organizations for future crises

Certificates

On successful completion of this training course, HighPoint Certificate will be awarded to the delegates. Continuing Professional Education credits (CPE): In accordance with the standards of the National Registry of CPE Sponsors, one CPE credit is granted per 50 minutes of attendance.