

Course No. 1327

Crisis Decision-Making Training Course

**CRISIS, RESILIENCE & BUSINESS CONTINUITY MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP**

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Crisis Decision-Making Training Course provides a practical and advanced framework for strengthening the ability of leaders, managers, and professionals to make effective decisions in high-pressure, uncertain, and rapidly changing environments. The course focuses on developing structured decision-making capabilities that enable organizations to respond to critical situations with greater clarity, speed, discipline, and accountability while maintaining alignment with organizational priorities and risk considerations.

During a crisis, organizations may need to make operational and strategic decisions within a limited timeframe while dealing with incomplete, conflicting, or rapidly changing information. At the same time, decision makers may face competing priorities, stakeholder pressure, operational constraints, reputational concerns, and significant risks. This course equips participants with practical methodologies for rapidly assessing situations, identifying priorities, evaluating risks and alternatives, and selecting appropriate actions under pressure.

The course addresses critical capabilities including crisis assessment, information analysis, risk evaluation, scenario analysis, critical thinking, alternative assessment, decision-making under uncertainty, escalation, crisis leadership, team coordination, and crisis communication. It also examines behavioral and cognitive factors that can affect decision quality during crises, including cognitive bias, groupthink, overconfidence, hesitation, confirmation bias, and the impact of time pressure.

Through practical case studies, crisis scenarios, simulations, decision exercises, and structured discussions, participants will practice responding to organizational, operational, financial, technological, reputational, and emergency situations. The course enables participants to develop practical decision-making frameworks, document critical decisions, evaluate outcomes, capture lessons learned, and strengthen organizational readiness for future crises.

Objectives

- Analyze the characteristics of crises and critical situations and determine their implications for organizational decision-making during the course.
- Develop a structured methodology for analyzing available information, identifying facts, assumptions, uncertainties, and information gaps.

- Evaluate risks and potential consequences associated with alternative decisions in crisis situations.
- Apply critical and analytical thinking techniques to complex situations and high-pressure decision-making environments.
- Design practical priority-setting mechanisms for ranking decisions according to urgency, impact, risk, and organizational objectives.
- Improve the ability to make timely and informed decisions despite uncertainty, incomplete information, and time constraints.
- Assess alternative scenarios and select appropriate courses of action based on organizational priorities and crisis conditions.
- Strengthen leadership, communication, coordination, and escalation capabilities required during critical incidents.
- Evaluate cognitive and behavioral biases that can influence decision quality and apply techniques to reduce their impact.
- Apply structured escalation and collaborative decision-making approaches within crisis management teams.
- Evaluate the effectiveness of decisions following crisis events and translate lessons learned into improvement actions.
- Develop a practical crisis decision-making framework that can be adapted to the participant's organizational environment.

Who Should Attend

The Crisis Decision-Making Training Course is designed for executives, senior managers, department heads, and professionals responsible for crisis management, emergency response, business continuity, operational risk, organizational resilience, and critical decision-making. It is particularly relevant for Crisis Managers, Business Continuity Managers, Risk Managers, Operations Managers, Emergency Preparedness Professionals, Security and Safety Managers, Project Managers, Information Technology Managers, Cybersecurity Professionals, Governance Specialists, Compliance Professionals, and Internal Control Specialists.

The course is also suitable for members of crisis management teams, emergency response teams, operational risk teams, business continuity teams, corporate communications functions, legal departments, human resources, procurement and supply chain functions, facilities management, and finance teams. It is valuable for professionals whose responsibilities require them to make or

support important decisions during uncertain, complex, or rapidly changing situations.

The program is particularly relevant to government entities, ministries, public sector organizations, banks and financial institutions, oil and gas companies, energy organizations, utilities, industrial organizations, technology companies, and large corporations where effective crisis leadership, rapid decision-making, risk assessment, and operational resilience are essential to organizational performance.

Learning Outcomes

- Analyze complex crisis situations and identify the key factors influencing decision quality.
- Assess available information and distinguish facts, assumptions, uncertainties, and information gaps.
- Identify critical decisions and prioritize them according to urgency, impact, risk, and organizational objectives.
- Apply practical risk assessment techniques when evaluating decisions during crisis situations.
- Make timely and structured decisions under pressure, uncertainty, and incomplete information.
- Develop and evaluate alternative scenarios and assess the potential consequences of different actions.
- Identify cognitive and behavioral biases that may influence professional judgment and decision-making.
- Facilitate effective decision-making within crisis teams while maintaining clear roles and accountability.
- Apply escalation principles to determine when decisions should be transferred to higher levels of authority.
- Develop clear communication approaches for supporting and implementing critical decisions.
- Evaluate decision outcomes after a crisis and identify lessons learned and improvement opportunities.
- Develop a practical framework for crisis decision-making that can be applied within the workplace.

Course Outline

DAY 01

Foundations of Crisis Decision-Making

- Understanding crises, critical incidents, and high-impact situations
- The role of decision-making in crisis management and organizational resilience
- Differences between operational, strategic, emergency, and crisis decisions
- Characteristics of crisis decision-making environments
- The impact of time pressure, uncertainty, incomplete information, and competing priorities
- Roles of executives, managers, crisis leaders, and response teams
- Structured thinking in complex and rapidly changing situations
- Identifying the root problem rather than responding only to visible symptoms
- Establishing priorities during complex crisis situations

PRACTICAL APPLICATION

Analyze a corporate crisis scenario and identify critical decisions, priorities, and immediate actions

DAY 02

Information Analysis, Risk Assessment & Decision Alternatives

- Collecting and analyzing information during crisis situations
- Assessing information quality, reliability, relevance, and timeliness
- Managing incomplete, conflicting, and rapidly changing information
- Identifying information gaps, assumptions, and uncertainties
- Assessing risks and potential consequences of critical decisions
- Identifying available decision options and alternatives
- Comparing alternatives based on risk, impact, resources, time, and organizational objectives
- Scenario analysis and its role in crisis decision-making
- Assessing direct and indirect consequences of decisions

DAY 02 — CONTINUED

PRACTICAL APPLICATION

Develop a decision and risk matrix for a defined crisis scenario and select the most appropriate course of action

DAY 03

Critical Thinking, Cognitive Bias & Decision-Making Under Pressure

- Principles of critical thinking in complex crisis environments
- Challenging assumptions and evaluating evidence before making decisions
- Understanding cognitive biases and their impact on professional judgment
- Confirmation bias, overconfidence, anchoring, and other decision-making risks
- Groupthink and its impact on crisis management teams
- Managing mental and operational pressure during critical situations
- Balancing decision speed with decision quality
- Determining appropriate decision authority and delegation
- Individual versus collective decision-making during crises

PRACTICAL APPLICATION

Decision-making exercises involving incomplete, uncertain, and changing information

DAY 04

Crisis Leadership, Communication & Coordination

- The role of leadership in crisis decision-making
- Defining authority, responsibilities, and accountability within crisis teams
- Escalation mechanisms and decision authority during critical events
- Coordinating decisions across departments and response teams
- Managing disagreement and conflicting perspectives during crises
- Crisis communication principles supporting effective decision implementation

DAY 04 — CONTINUED

- Communicating decisions, instructions, priorities, and expectations clearly
- Managing communication with executives, employees, customers, suppliers, regulators, and other stakeholders
- Managing sensitive information during crisis situations

PRACTICAL APPLICATION

Conduct a simulated crisis management meeting and make coordinated operational and strategic decisions

DAY 05

Crisis Simulation, Decision Evaluation & Continuous Improvement

- Developing an organizational crisis decision-making framework
- Establishing decision criteria, risk thresholds, and escalation parameters
- Developing crisis decision-making and escalation procedures
- Documenting critical decisions, assumptions, information sources, and rationale
- Evaluating decision effectiveness during and after crisis situations
- Identifying ineffective decisions, decision gaps, and areas of weakness
- Capturing lessons learned and translating them into improved procedures
- Integrating crisis decision-making with crisis management, business continuity, risk management, and organizational resilience
- Strengthening leadership and crisis team readiness for future events

FINAL WORKSHOP

Conduct a comprehensive crisis simulation, evaluate decision quality, identify lessons learned, and develop an organizational improvement action plan



Register or Request More Information

Course page: <https://quest-training.com/courses/crisis-decision-making-training-course>

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