

Course No. 1333

# Crisis Leadership Training Course

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

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DURATION

**5 Days**

LOCATION

**Milan, Italy**

DELIVERY

**Classroom**

DATES

**7 – 11 Dec 2026**



## Scheduled Event Details

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|---------------|-----------------|
| CITY          | Milan, Italy    |
| DATE          | 7 – 11 Dec 2026 |
| DELIVERY TYPE | Classroom       |
| COURSE FEE    | €6,000          |

## Course Overview

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The Crisis Leadership Training Course provides an advanced and practical framework for developing the leadership capabilities required to guide organizations through complex, high-pressure, and rapidly changing crisis situations. The course focuses on the role of leaders in establishing direction, maintaining control, prioritizing critical actions, making informed decisions, coordinating teams, and protecting organizational interests when circumstances are uncertain and time is limited.

Crisis situations can significantly challenge organizational stability, operational continuity, stakeholder confidence, and reputation. Leaders may need to make critical decisions while dealing with incomplete information, competing priorities, resource constraints, intense stakeholder expectations, and rapidly evolving events. Effective crisis leadership therefore requires more than technical knowledge; it requires strategic judgment, emotional discipline, clear communication, decisive action, accountability, and the ability to mobilize the organization around common priorities.

The course examines the essential capabilities of effective crisis leadership, including crisis preparedness, leadership under pressure, strategic decision-making, risk-based prioritization, crisis governance, command and control, stakeholder management, communication, team coordination, and organizational resilience. Participants will explore how leaders can establish clear roles and authority, manage uncertainty, maintain situational awareness, coordinate cross-functional teams, and create the conditions required for effective response and recovery.

Through executive case studies, crisis simulations, decision-making exercises, leadership discussions, and practical workshops, participants will strengthen their ability to lead during disruptive events and complex organizational challenges. The course also emphasizes learning and adaptation after crises, helping leaders convert incidents, exercises, and lessons learned into stronger preparedness, improved response capabilities, and greater organizational resilience.

## Objectives

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- Analyze the principles of effective crisis leadership and their relationship to organizational resilience, crisis management, and business continuity during the course.
- Develop a structured crisis leadership approach covering preparedness, response, decision-making, communication, recovery, and continuous improvement.
- Evaluate crisis scenarios and assess their potential effects on people, operations, assets, services, stakeholders, and organizational reputation.
- Apply structured decision-making methods to prioritize actions and allocate resources during high-pressure situations.
- Design effective crisis governance structures that define leadership roles, authority, accountability, escalation, and coordination.
- Improve the ability to maintain situational awareness and make informed decisions despite uncertainty, incomplete information, and time pressure.
- Strengthen leadership communication skills for employees, management teams, regulators, customers, media, and other stakeholders during crises.
- Implement practical approaches for coordinating multidisciplinary crisis teams and managing conflicting priorities.
- Assess leadership behaviors, cognitive pressures, and decision-making risks that can affect crisis response effectiveness.
- Evaluate organizational preparedness through crisis scenarios, simulations, exercises, and post-incident reviews.
- Develop mechanisms for capturing lessons learned and converting crisis experience into organizational improvement.
- Prepare an actionable crisis leadership development and improvement roadmap aligned with organizational priorities.

## Who Should Attend

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The Crisis Leadership Training Course is designed for executives, senior managers, department heads, and professionals responsible for leading organizations, business units, crisis management teams, emergency response functions, business continuity programs, risk management activities, and critical operations. It is particularly relevant for Chief Executive Officers, senior executives, directors, general managers, operations managers, crisis managers, business continuity managers, risk managers, emergency preparedness managers, security and safety leaders, and organizational

resilience professionals.

The course is also suitable for managers and specialists in corporate communications, human resources, information technology, cybersecurity, facilities, supply chain and procurement, finance, legal and compliance, internal audit, project management, and strategic planning who participate in crisis response or support executive decision-making. It is particularly valuable for members of crisis management committees, emergency response teams, incident management teams, and business continuity structures.

The program is especially relevant to government entities, ministries, public sector organizations, banks and financial institutions, oil and gas companies, energy organizations, utilities, industrial organizations, technology companies, telecommunications organizations, and large corporations where leadership effectiveness, rapid decision-making, operational continuity, stakeholder confidence, and organizational resilience are critical during disruptive events.

## Learning Outcomes

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- Explain the principles, roles, responsibilities, and capabilities associated with effective crisis leadership.
- Assess crisis situations and determine their operational, strategic, financial, human, and reputational implications.
- Establish leadership priorities and make structured decisions during high-pressure and uncertain circumstances.
- Maintain situational awareness by evaluating available information, assumptions, risks, and emerging developments.
- Define crisis governance structures, decision authority, escalation mechanisms, and accountability arrangements.
- Coordinate multidisciplinary teams and align departments around common crisis response objectives.
- Communicate clearly and confidently with executives, employees, customers, regulators, partners, media, and other stakeholders.
- Manage competing priorities, resource constraints, uncertainty, and stakeholder pressure during crisis situations.
- Identify leadership behaviors and cognitive factors that can strengthen or weaken crisis decision-

making.

- Evaluate crisis response performance through simulations, exercises, incident reviews, and lessons-learned activities.
- Develop leadership actions that strengthen organizational preparedness, adaptability, recovery, and resilience.
- Prepare a practical crisis leadership action plan for application within the workplace.

## Course Outline

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### DAY 01

## Foundations of Crisis Leadership

- Understanding crisis leadership and its strategic importance
- Difference between crisis leadership, crisis management, emergency management, and routine operational leadership
- Characteristics of effective crisis leaders
- The role of executives before, during, and after a crisis
- Crisis preparedness, organizational readiness, and leadership responsibility
- Crisis governance, command structures, authority, and accountability
- Understanding organizational vulnerabilities and critical dependencies
- Leadership priorities during the early stages of a crisis
- Building leadership confidence, discipline, and resilience under pressure

### PRACTICAL APPLICATION

Analyze a major organizational crisis and identify leadership priorities, responsibilities, and critical actions

### DAY 02

## Crisis Decision-Making, Risk & Situational Awareness

- Executive decision-making during crises
- Managing uncertainty, incomplete information, and rapidly changing conditions
- Establishing situational awareness and maintaining an accurate operating picture

## DAY 02 — CONTINUED

- Identifying critical information and information gaps
- Risk-based prioritization of crisis decisions
- Evaluating alternatives, consequences, and trade-offs
- Resource allocation and prioritization during disruptive events
- Avoiding cognitive bias, groupthink, overconfidence, and decision paralysis
- Escalation and delegation of critical decisions

**PRACTICAL APPLICATION**

Conduct a crisis decision-making exercise involving competing priorities, limited information, and time pressure

## DAY 03

## Crisis Communication, Team Leadership & Stakeholder Management

- The role of leadership communication during crisis situations
- Communicating with clarity, confidence, transparency, and appropriate urgency
- Internal communication with employees and operational teams
- Communication with customers, suppliers, partners, regulators, and external stakeholders
- Executive communication and media engagement during high-impact events
- Managing difficult questions, uncertainty, criticism, and conflicting information
- Leading multidisciplinary crisis management teams
- Creating alignment across functions and departments
- Managing conflict, pressure, and differing perspectives within crisis teams
- Maintaining trust, credibility, and stakeholder confidence

**PRACTICAL APPLICATION**

Simulate a crisis leadership meeting and stakeholder communication exercise

**DAY 04****Crisis Response, Adaptability & Organizational Resilience**

- Mobilizing organizational resources during a crisis
- Coordinating emergency response, business continuity, operations, security, technology, and support functions
- Managing operational priorities during disruption
- Adapting strategies as crisis conditions change
- Maintaining critical services and organizational capabilities
- Managing prolonged and complex crises
- Integrating crisis leadership with business continuity, risk management, and organizational resilience
- Supporting employee resilience, leadership continuity, and organizational stability
- Monitoring crisis indicators and emerging threats

**PRACTICAL APPLICATION**

Conduct a complex crisis simulation requiring leadership adaptation, resource prioritization, coordination, and rapid decision-making

**DAY 05****Recovery Leadership, Learning & Continuous Improvement**

- Executive leadership during crisis recovery and operational restoration
- Transitioning from immediate response to recovery and stabilization
- Evaluating organizational and leadership performance following a crisis
- Conducting post-crisis reviews and structured lessons-learned assessments
- Identifying leadership strengths, weaknesses, and capability gaps
- Building organizational learning from incidents, exercises, and near misses
- Strengthening crisis governance, preparedness, and response capabilities
- Measuring crisis leadership readiness and organizational resilience
- Developing leadership development priorities and improvement actions
- Integrating crisis leadership into organizational resilience and strategic planning

## DAY 05 — CONTINUED

**FINAL WORKSHOP**

Develop a comprehensive Crisis Leadership Improvement Plan covering preparedness, decision-making, communication, response, recovery, and continuous improvement

## Register or Request More Information

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

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