



*Training Course:
Leading Under Pressure: Managing
Organisational & Personal Crises*

*25 - 29 November 2024
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur*

Training Course: Leading Under Pressure: Managing Organisational & Personal Crises

Training Course code: MA234890 From: 25 - 29 November 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 € Euro

Introduction

This highly participative seminar will help you to develop your leadership skills to lead others in times of crisis, pressure and stress. You will obtain the latest insights into what makes a leader able to manage themselves and others during times of crisis. The best way of dealing with a crisis is to avoid one in the first place. But if crises are inevitable due to a growing number of factors then your organization needs to identify their vulnerabilities and map out possible crisis scenarios. By applying these skills to the tasks and challenges you face in your work, you will begin to experience breakthroughs you never thought possible.

Course Outlines of Leading Under Pressure

This Program aims to enable participants to achieve the following objectives:

- Build and develop leadership skills for handling stress, pressure and crisis.
- Become familiar with how the different personality styles respond to stress and pressure and identify your personal style in coping with stress.
- Learn how to lead others during times of crisis.
- Acquire in-depth knowledge of the key aspects of Strategic Crisis Management.
- Learn how to generate ownership and responsibility by all stakeholders to ensure your organization responds efficiently and effectively.

Course Process of Leading Under Pressure

Participative lectures will involve the use of slides, handout material, work manual with all instructor notes and slides, examples of best practice and appropriate video/DVD material. The use of flip-charts, syndicate workshops and reporting back sessions will encourage a fully participative and enjoyable event. Delegates will be encouraged to participate actively in relating the principles of stress, pressure and crisis management to the particular needs of their workplace.

Course Benefits of Leading Under Pressure

- Understand and better appreciate the importance of managing stress and pressure.
- Learn how to cultivate a positive mindset for in times of crisis.
- Understand the anatomy of a crisis and what should be in place before, during and after an event.

Course Results of Leading Under Pressure

- Discover how to handle crisis in the organization.
- Implement creative leadership for leading others in times of stress.
- Guidelines on how to validate plans, to improve staff ownership, to augment training programs and to raise awareness.

Core Competencies of Leading Under Pressure

Participants will develop the following competencies:

- Implement leadership skills to manage crisis with confidence
- Use effective communication to lead others during times of great pressure
- Help your team find creative solutions to workplace difficulties & challenges
- Enhance your leadership skills and improve your abilities to cope with stress
- Identify what is a crisis
- Develop and implement contingency plans for crisis management

Course Outlines of Leading Under Pressure

Day 1: 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

Day 2: 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

Day 3: 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

Day 4: Improving Leadership Effectiveness in Managing Crisis

- Utilizing creativity in crisis
- 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

Day 5: Developing & Training Your Team to Handle Pressure, Stress, and 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 a crisis
- Developing a personal action plan

Registration form on the Training Course: Leading Under Pressure: Managing Organisational & Personal Crises

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng):

Position:

Telephone / Mobile:

Personal E-Mail:

Official E-Mail:

Company Information

Company Name:

Address:

City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):

Position:

Telephone / Mobile:

Personal E-Mail:

Official E-Mail:

Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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