



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

*12 - 23 April 2027
Milan (Italy)*

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

Training Course code: LS1028 From: 12 - 23 April 2027 Venue: Milan (Italy) - Training Course Fees: 9450 € Euro

Introduction

Leaders are often required to navigate crises that challenge the very core of their organization's operations and their own personal resilience. This 10-day program is designed for leaders who wish to develop advanced skills in managing crises, both organizationally and personally. The course will equip participants with the tools and strategies needed to lead effectively under pressure, make critical decisions, and guide their teams and organizations toward recovery and growth. By focusing on emotional intelligence, crisis communication, decision-making, and resilience, delegates will learn to lead in the most difficult and high-pressure situations.

Objectives

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

- Lead effectively during times of crisis, balancing operational needs with emotional intelligence.
- Manage organizational crises by making informed decisions and leading teams through recovery.
- Strengthen personal resilience and leadership skills to cope with the pressures of managing crises.
- Develop crisis communication strategies to ensure transparency and trust.
- Lead with confidence during organizational disruptions, motivating teams and stakeholders.
- Cultivate a crisis management framework that integrates personal and organizational crisis leadership.

Target Audience

- **Senior Executives and Directors**
Leaders who are responsible for steering the organization through crises, making high-stakes decisions, and ensuring long-term stability.
- **Middle and Senior Managers**
Managers tasked with managing teams during times of uncertainty, needing strong crisis leadership and communication skills.
- **HR and Organizational Development Professionals**
HR professionals focused on building organizational resilience and developing crisis management strategies.
- **Project and Program Managers**
Leaders in charge of overseeing projects or initiatives that are vulnerable to disruptions or crises.
- **Entrepreneurs and Business Owners**
Entrepreneurs who need to develop strategies for managing both organizational and personal crises effectively.
- **Aspiring Leaders and High-Potential Employees**
Emerging leaders preparing for future leadership roles and looking to enhance their ability to lead during difficult times.

10-Day Training Outline

Day 1: Understanding Crisis Leadership

- Defining crisis leadership: What makes a leader effective during a crisis
- The psychology of crisis: Impact on behavior, decision-making, and team dynamics
- Understanding different types of crises economic, operational, reputational, etc.
- Key characteristics of high-performing leaders in crises
- Case study: Reviewing leadership during past organizational crises

Day 2: Developing a Crisis Leadership Mindset

- The mindset of an effective crisis leader
- Building resilience and adaptability in leadership
- The role of emotional intelligence in crisis management
- Techniques for maintaining composure under pressure
- Personal reflection: Identifying strengths and weaknesses in your crisis leadership style

Day 3: Leading Through Organizational Crises

- Crisis preparedness: Building a crisis management plan
- The role of a leader in organizational decision-making during a crisis
- Crisis management frameworks: A step-by-step approach
- Leading teams during uncertainty: Strategies for maintaining morale and productivity
- Developing communication strategies for team engagement during a crisis

Day 4: Decision-Making Under Pressure

- Techniques for making high-stakes decisions in times of crisis
- Balancing short-term responses with long-term strategic goals
- Navigating the complexities of uncertainty and ambiguity
- Risk management and mitigation strategies
- Case study: Analyzing decision-making during a critical crisis

Day 5: Leading with Emotional Intelligence

- How emotional intelligence influences leadership during a crisis
- Managing your own emotions and those of others
- Building trust and credibility during challenging times
- Conflict management strategies in crisis situations
- Role-play exercise: Practicing emotional intelligence in high-pressure situations

Day 6: Crisis Communication and Stakeholder Engagement

- The importance of communication in crisis management
- Developing a crisis communication plan: Key messages, audiences, and mediums
- Managing communication with internal and external stakeholders
- Overcoming misinformation and managing rumors
- Communication role-play: Handling crisis communication in real time

Day 7: Personal Crisis Management

- Coping with the personal impact of crisis leadership
- Building personal resilience: Techniques for stress management
- The toll of leadership during a crisis and managing burnout
- Leading through personal adversity while maintaining organizational focus
- Self-care and leadership: How to manage your well-being during high-pressure times

Day 8: Building a Culture of Crisis Preparedness

- Creating a culture of resilience within your organization
- Developing leadership capabilities at all levels to handle crises
- Fostering collaboration and support systems during times of change
- Training teams for crisis management: Preparing for the unexpected
- Workshop: Designing a crisis preparedness training plan for your organization

Day 9: Navigating Change and Leading Innovation in Crisis

- Leading change during a crisis: Managing the human side of change
- Turning crises into opportunities for innovation
- Fostering a culture of continuous improvement and agility
- Case study: How organizations have successfully navigated change during crises
- Group exercise: Developing change management strategies for a hypothetical crisis

Day 10: Post-Crisis Recovery and Moving Forward

- Leading the recovery process: Transitioning from crisis mode to normal operations
- Rebuilding trust and organizational culture after a crisis
- Evaluating crisis management efforts: What worked and what can be improved?
- Creating a leadership development plan for future crisis scenarios
- Final action plan: How to apply lessons learned to your leadership practice

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

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