

Leadership & Management Development



3.8 Leading in a Crisis

The programmes within this Management and Leadership pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening in the day-to-day reality of managing people and performance. What is often framed as a need to “upskill managers” typically reveals a deeper challenge – clarity of role, consistency of behaviour, confidence in decision-making or the ability to lead through uncertainty.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how management is currently experienced across your organisation and what kind of development will genuinely change how people lead, support and hold others to account. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Personal Development, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

Course Overview

Crisis situations demand clarity, composure and strong leadership. This practical one-day programme provides leaders with approaches to maintain performance and protect people during uncertainty, disruption or pressure.

Participants will learn to assess risk, respond decisively and communicate with transparency and empathy. They will explore strategies to manage stress, sustain momentum and strengthen team trust throughout a crisis situation.

Who Should Attend

Suitable for:

- Managers, supervisors and team leaders
- Individuals responsible for navigating disruption or change
- Those preparing for greater leadership responsibility

Relevant across all business sectors where resilience and continuity are critical.

Context

Crisis places intense emotional and operational pressure on leaders, often when decisions carry the greatest consequences. People look to those at the top to provide clarity, confidence and direction when the situation feels uncertain. The way senior leaders communicate and act during these moments shapes wellbeing, reputation and the speed of recovery.

At Expleo we help board leaders stay composed under pressure and guide others with humanity and discipline. This programme strengthens the ability to manage complexity, protect trust and ensure that disruption becomes a catalyst for renewed strength rather than lasting instability.

How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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Course Objectives

By the end of the programme participants will be able to:

- Recognise crisis triggers and assess potential risks
- Apply critical thinking to make informed, timely decisions
- Communicate clearly with stakeholders under pressure
- Manage emotional responses and maintain composure
- Sustain morale, trust and team engagement during adversity
- Support future readiness through reflection and contingency planning

Course Outline

1. Crisis Leadership Fundamentals

- The role of leadership in crisis response
- Impact of disruption on performance and behaviour

2. Recognising and Assessing Crisis Situations

- Early warning signs, triggers and escalation
- Structured analysis and risk assessment

3. Effective Decision-Making in Uncertainty

- Prioritising rapidly with limited information
- Reducing ambiguity through practical frameworks

4. Transparent Stakeholder Communication

- Providing clarity, reassurance and timely updates
- Maintaining trust and credibility throughout the crisis

5. Emotional Regulation and Personal Resilience

- Protecting mental state under sustained pressure
- Supporting wellbeing for self and team

6. Sustaining Team Connection and Motivation

- Reinforcing collaboration and shared purpose
- Addressing concerns constructively and early

7. Preparing for the Future

- Crisis debriefs and continuous improvement
- Building organisational resilience for next time

Training Methodology

Highly interactive, including:

- Scenario planning and crisis simulations
- Group-based decision-making exercises
- Facilitated reflection and peer insights
- Practical leadership tools for real-world application

Participants leave better prepared to lead confidently through disruption, uncertainty and challenge.

Contact

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