

# Inspirational Leadership Under Pressure

## Who Would Benefit

This intensely challenging and highly rewarding program is designed for new and experienced leaders in organisations who are looking to develop or hone their skills as leaders in a crisis response situation in order to make sound, clear and well implemented decisions in a rational and defensible way.

## Course Overview

The Maguire Pressurised Decision Making and Crisis Response Program for inspirational leaders!

For over 15 years we have developed the leadership capability of senior managers and directors who have had one objective in mind: to improve themselves so that they can lead their own organisations to become leaner, fitter and stronger. The Maguire Pressurised Decision Making and Crisis Response Program is aimed at equipping Leaders at various levels within any organisation who may be called upon to act in a crisis in order to identify, contain and resolve a crisis or emergency that will impact dramatically on their organisation if it is not dealt with quickly and effectively.

Immersive scenarios which can be tailored to the client environment will allow delegates to experience a dynamic and pressurised situation and develop their thinking and decision making skills in a safe "flight simulator" environment. Contingency, Business Continuity and Disaster Recovery Plans are widely held and commonplace. However they

rely on the Human Being in the leadership role at that instant in time be capable, **under extreme pressure** of:

- Understanding the situation and their options
- Rationally deciding upon the right course of action and documenting their decision making process
- Implementing their decision
- Effectively communicating their decisions internally and externally to staff and stakeholders, including the media
- Being prepared to account for their decisions in the cold light of dawn and in the face of 20/20 hindsight

This is tough to do during normal operating conditions, but as Rudyard Kipling famously said, "To keep your head when all around are losing theirs and blaming it on you..." Needs skill, confidence and assertiveness, but above all practice!

**CPD Points:** 18

**Course Category:** Management & Leadership

**Recommended No. of Days:** 3

**Course Location:** To be determined

## The Course Includes:

- Self-awareness and management in a crisis
- What kind of decisions are faced?
  - Threat & risk analysis
  - Decision making models
  - Thinking clearly under pressure
  - Coping mechanisms
  - Assessing problem areas quickly
  - Assertiveness and feedback
  - Assertiveness v aggression
  - Effective communication
  - Communication channels
  - Who to inform and when
  - Organisational culture and Systems
  - Crisis response tools
  - Command and control structures
  - Leadership styles
  - Tailoring your personal leadership style
  - Stakeholder mapping and management
  - Dealing with the media
  - Consequence management
  - Assessing potential outcomes
  - Business Impact Analysis and review
  - Business Continuity planning overview
  - Prioritising resources in a crisis
  - Information Management
  - Delivering change
  - Operational performance delivery
  - Financial impact
  - Business innovation
  - Delivering continuous improvement
  - Preparation for final presentation
  - Review and present back on key learning points
- Develop ongoing personal development strategy

## Learning Outcomes

- Experience the impact of pressure, stress and fatigue upon their thinking and decision making
- Identify resources within teams that can support them
- Identify internal and external stakeholders and their requirements
- Understand the impact of pressure of effective communication and its value
- Understand the potential consequences of poor decision making in a crisis (legal, commercial, reputational)
- Document the decision making process that will produce an auditable and defensible record of the decision making process
- Understand the value and effectiveness of contingency planning
- Bring business innovation and improvement

 [talent@peopleplus.co.uk](mailto:talent@peopleplus.co.uk)

 [www.pptalent.co.uk](http://www.pptalent.co.uk)

   @PeoplePlusUK