



CRISIS LEADERSHIP: LEADING IN TIMES OF DRAMATIC CHANGE

*A 2- Day Hands-On Virtual Workshop
Delivered in Live or Live Virtual Classrooms!*

“If you can keep your head when all about you are losing theirs and blaming it on you...” This passage from Rudyard Kipling’s “If” captures the essence of crisis leadership. Crisis leadership requires poise, intelligence and vision, and these qualities must be developed before the crisis hits and demonstrated throughout. This seminar, taught by a veteran crisis leader, develops the skills, knowledge and attributes necessary to lead organizations through crises and times of rapid, discontinuous, dramatic change.

Learning Objectives & Topics Covered in this Workshop:

- How to respond to a crisis as a leader
- Foster a learning culture within your organization to enable proactive adaption to rapidly changing conditions
- Achieving continuity during and after the crisis
- Understand the difference between what is being said and what is *truly* happening
- Techniques to maintain and assess true morale during a crisis
- Techniques for communicating bad news effectively
- Addressing customer concerns during a crisis
- Evaluate the technological, environmental, social, and economic conditions driving rapid 21st century change
- Assess and monitor “Black Swan” crisis scenarios – low probability, high risk conditions with systemic impacts

Audience: This workshop is designed for all government personnel.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 15

CEU Credits: 1.3

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Business Program and

Management

Delivery Method: Virtual or

Group Live – Classroom





- Build a crisis leadership team and network – BEFORE you need it
- Build a crisis leadership team and network in the middle of the crisis – responding to the unforeseen
- Develop crisis leadership decision making skills to facilitate a tailored approach to unique crisis conditions
- Communicate in a crisis to diverse audiences and stakeholders using a wide variety of media
- Understand how to assess and identify the details that must be communicated during a crisis
- Explore two crisis leadership case studies: Spanish Influenza (1918), Deep Water Horizon Oil Spill (2010) (customized case studies available upon request)

The TMS Philosophy and Approach

1 Quality Training

Interactive training that focuses on the **latest trends** in the government workforce utilizing instructional techniques based upon **innovative** adult learning practices delivered by certified, experienced, world-recognized and award-winning instructors.

2 Dynamic Instruction

You will find an **engaging environment** where attendees will build upon their professional habits, techniques, and skillsets through a series of **practical, participant-focused exercises** led by an energetic instructor who has over two decades of government and subject-related experience.

3 Personalized Learning

We tailor the classroom objectives to the participant's **personal goals, professional goals**, and the organization's mission.

4 Ongoing Support

Attendees receive an **online toolkit** with checklists, guidelines, & many more resources to enable participants to take their new skills and tools they learned in-class & apply them in their workplace.

5 OPM ECQ-

Focused

Each TMS course is developed based on OPM's **Executive Core Qualifications**; this means each TMS course is designed to not only address the core competencies in a government culture, but we provide the skills needed and **results-driven** objectives to immediately influence performance, and professional development.

Student Feedback from FY19:

"I have 23 years federal service. This was the best instruction/instructor I've ever had the pleasure of meeting!"

"This was the BEST class I've attended in my 30 years of government."

"In 35 years of attending training with the government, this is the best format by far."

"Instructor was engaging and dynamic. Easily the best training I've attended in the last 8 or more years."

INTERACTIVE CLASSROOMS



Classroom time is focused on group discussion, case study review, & small group exercises; **NOT POWERPOINT**