

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Crisis Management Team Leadership

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

When a crisis strikes, the crisis management team must decide quickly under pressure with incomplete information. This course develops crisis team leadership: team structure and roles, activation, situational awareness, decision making, stakeholder communication, coordinating response and recovery and leading people under stress.

Crisis teams that have never practised often struggle in the first hours. You will learn to lead crisis teams with confidence.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

Crisis simulations, role allocation exercises, decision-making drills and debriefs.

Course objectives

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

- Design crisis team structures and roles
- Activate and convene the crisis team
- Build shared situational awareness
- Make decisions under pressure
- Coordinate communication and response
- Lead people through stress and fatigue

Target audience

This course is suitable for:

- Crisis team leaders and members
- Senior executives
- Business continuity managers
- Communication directors
- Operations managers



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Target competencies

Participants will develop competencies in:

- Crisis leadership
- Team coordination
- Decision making
- Communication
- Stress management

Course outline

Day 1: Crisis Management

09:00–10:08	Crises versus incidents
10:08–11:00	Lessons from real crises
11:00–11:30	**Coffee break**
11:30–11:45	Lessons from real crises (continued)
11:45–12:53	Team structures
12:53–14:00	Exercise

Day 2: Activation

09:00–10:08	Triggers
10:08–11:00	Convening the team
11:00–11:30	**Coffee break**
11:30–11:45	Convening the team (continued)
11:45–12:53	First hour priorities
12:53–14:00	Simulation 1

Day 3: Situational Awareness

09:00–10:08	Information management
10:08–11:00	Common operating picture
11:00–11:30	**Coffee break**



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11:30–11:45	Common operating picture (continued)
11:45–12:53	Assumptions
12:53–14:00	Exercise

Day 4: Decisions and Communication

09:00–10:08	Decision making under pressure
10:08–11:00	Stakeholders
11:00–11:30	**Coffee break**
11:30–11:45	Stakeholders (continued)
11:45–12:53	Messages
12:53–14:00	Simulation 2

Day 5: Leading Through Crisis

09:00–10:08	Fatigue and wellbeing
10:08–11:00	Transition to recovery
11:00–11:30	**Coffee break**
11:30–11:45	Transition to recovery (continued)
11:45–12:53	Debriefing
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	9 Nov 2026	13 Nov 2026	**€3,150.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Istanbul Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,650.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Frankfurt Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Cape Town Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,890.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,450.-**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.-**
Barcelona Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,840.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**
Vienna Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,940.-**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.-**
Rome Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,450.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	17 May 2027	21 May 2027	**€2,450.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Cape Town Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,890.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,450.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Cape Town Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,890.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
Amsterdam Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,540.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Paris Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,860.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
London Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Barcelona Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,840.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Rome Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,450.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	8 Nov 2027	12 Nov 2027	**€3,150.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Vienna Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,940.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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