Leadership & Decision-Making in Crisis & Emergency Situations

27 - 31 Mar 2016 Vietnam
04 - 08 Sep 2016 Dubai

This course is Designed, Developed, and will be Delivered under ISO 29990:2010 Standards
WHY CHOOSE THIS COURSE?

This course will provide professionals with the knowledge, skills, and attitudes required to manage and lead teams and organisations before, during, and after a crisis or emergency. All leaders are sooner or later confronted with the need to lead and manage their team or organisation during a crisis or emergency. The skills and competencies that are required to lead in these circumstances are much more demanding of the leader than normal everyday leadership. Leaders have to make decisions quickly while accepting significant risk in order to achieve a favourable outcome for their organisation, its members and clients, as well as the public it serves.

This course will feature:

- Exercising leadership and personnel management under emergency and crisis situations.
- Assessing, prioritising, and managing risks and threats before, during, and after a crisis or emergency.
- Making decisions quickly and efficiently, and knowing when and how to involve others and to delegate effectively.
- Communicating and collaborating with legal and government authorities, media, and other agencies and organisations.
- Conducting emergency and crisis management operations.

HOW WILL THIS BE PRESENTED?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes speaker input, facilitated discussion, syndicate work and practical exercises, videos, self-tests, all with an emphasis on delegate involvement throughout.

WHAT ARE THE GOALS?

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

- Understand individual and collective psychology and organisational dynamics in crises and emergencies
- Analyse and make rational decisions in before, during and after crises and emergencies
- Lead teams and organisations in crises and emergencies
- Solve problems and manage crises and emergencies
- Understand and apply ethical factors in crisis and emergency leadership

WHO IS THIS COURSE FOR?

Executives, Entrepreneurs, and Managers who must build and lead dynamic and high performing teams and organisations in risky situations with a high probability of crises or emergencies are encouraged to attend to this course.

This course is suitable to a wide range of professionals but will greatly benefit:

- Line and functional managers, team leaders and supervisors in organisations of all sizes
- Emergency and crisis management professionals in the public and private sectors
- Project and programme management professionals
- Professionals in health care, public safety, and government agencies

QUALITY CERTIFICATION

PetroKnowledge utilises a Quality Management System which covers technical, administrative and commercial aspects of its business operations. It was designed in accordance with the principles of ISO 9001:2008 quality standard.

PetroKnowledge has acquired the ISO 29990:2010 international standard which ensures that the design, development, and delivery of the learning service meet the ISO requirements. This quality mark ensures excellence of our training courses.
The Course Content

DAY 1
Psychology and Dynamics of Crises and Emergencies

- The nature of crises and emergencies
- Individual psychology under crisis and emergency conditions
- Collective psychology under crisis and emergency conditions
- Evolution and dynamics of crises and emergencies
- Crises and emergencies don't just work 8 hour days
- Tasks of leaders before, during, and after a crisis or emergency

DAY 2
Rational Decision-Making in Crises and Emergencies

- Instinct, intuition, and reason
- Rational decision-making processes
- Individual and collective decision-making
- Delegation through mission-based leadership
- Nested hierarchical planning and operations

DAY 3
Leading Teams and Organizations

- Organizational and public responsibilities of leaders in crises and emergencies
- Crisis/emergency management organization
- Creating effective and efficient teams through rapid team building
- Creating effective and efficient inter-agency cooperation and collaboration
- Organizational and team dynamics: morale, cohesion, mood, and unity of purpose
- Principles of operational command and leadership

DAY 4
Solving the Problem: Managing the Crisis or Emergency

- Seeking cause and effect to solve the problem, not to attribute blame or responsibility
- Creating and running a crisis/emergency command centre
- Elements of risk management: prevention, response, containment, and recovery
- Principles of business continuity and crisis operations
- Information gathering and situational awareness
- Operational rhythm, routines, and information management

DAY 5
Ethical Factors in Crisis and Emergency Leadership

- Caring for subordinates and their families
- The leader’s self-care
- Responsibilities to authorities, the public and/or victims
- Managing and leveraging the media
- After-action review and lessons learned processes
- Preparing for the next crisis or emergency

Proudly associated with:
Leadership & Decision-Making in Crisis & Emergency Situations

Please use BLOCK CAPITALS to fill in this form. It is important that you read carefully through all information before starting to complete the form.

REGISTRATION DETAILS

Family Name

First Name (Mr./Ms.)

Position

Company

Mailing Address

Telephone

Mobile

Fax

Email

AUTHORISATION

Authorised by

Position

Mailing Address

Telephone

Mobile

Fax

Email

HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue.

Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

CERTIFICATION

A Certificate of Completion will only be awarded to those delegates who attend the entire course

CANCELLATIONS & SUBSTITUTIONS

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a $250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrolment. All registrants will be notified in advance and a full refund will be provided upon request.

DISCLAIMER

Circumstances beyond the control of PetroKnowledge may necessitate postponement, change of venue or substitution of the Instructor. As such, PetroKnowledge reserves the right to implement such amendments.

COURSE SCHEDULE

27 - 31 Mar 2016 Vietnam
04 - 08 Sep 2016 Dubai

REGISTRATION FEES

US$ $4,950/- per participant

This fee is inclusive of Documentation, Lunch and Refreshments

MODE OF PAYMENT

☐ Please invoice my company
☐ Please invoice me
☐ Cheque payable to “PetroKnowledge Limited”

WAYS TO REGISTER

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