



CRISIS & Change Management – Strategic Planning



Course Introduction:

This Crisis and Change Management course is designed for experienced managers who need to develop their skills in order to learn to manage crisis situations and change in the most effective way possible. The course defines and examines what is meant by Crisis Management noting the special need for crisis management in today's world. The vital importance to an organization of having a crisis management plan in place is emphasized. Effective crisis management is accomplished through prompt response, early and continuous communication and effective execution.

Course Objectives:

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

- Develop and fine-tune their strategic planning abilities
- Develop, try and constantly improve business contingency, crisis and disaster recovery systems
- Effectively plan and guide organizational change
- Develop and implement support mechanisms for personnel during change programs so as to secure their contribution and engagement, with the goal of delivering sustainable change.

Who Should Attend?

This training course is designed for:

- Experienced managers who either contribute now, or who have been identified as someone who has the potential to contribute in the future, to their organization's strategy and change management programs.
- Operational managers who wish to gain a greater understanding of strategic planning and change management

Course Outline:

Strategic Planning

- Defining the business strategy
- Identifying the drivers for strategic change
- Reviewing strategy planning models

- Analyzing your organization by using models such as SWOT analysis and PESTLE
- Reviewing governance, risk and compliance

Change Management

- Defining change management
- Drivers for change and organizational culture
- Looking at change models including the Change Curve
- Key competencies needed to manage change
- Supporting your employees through a change program

Effective Crisis Management

- Defining crisis management and disaster recovery
- The key aspects of a crisis management and crisis recovery plan
- The impact of a crisis on your organization
- Assessing and managing risk using the risk assessment model
- Preventing a crisis

Effective Disaster Recovery

- Defining and developing a disaster recovery strategy and plan
- Identifying the key elements of a business such as people, finance, IT security and safety
- A communication strategy including the 5C's model of communication
- Responding to new and emerging threats

Personal Strategy and Change Management

- Developing your own personal strategy using the SWOT and PESTLE models
- Your response to change
- Your change management skills
- Developing an action plan

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session