# Crisis Management and Strategic Decision-Making Training Course

Professional Development Training Course Outline

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|---|---|---|---|
| **Category** | Defense and Security | **Duration** | 10 Days |
| **Base Fee** | $3,000 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

In today’s fast-paced and unpredictable business environment, the ability to respond effectively to crises and make strategic decisions is critical for organizational resilience and long-term success. Crisis Management and Strategic Decision-Making Training Course provides participants with comprehensive frameworks, practical tools, and actionable insights for managing complex crises, mitigating risks, and ensuring continuity of operations. By integrating crisis management strategies with structured decision-making processes, participants will develop the capabilities to navigate high-pressure situations, anticipate emerging threats, and maintain stakeholder confidence.

The course emphasizes scenario-based learning, data-driven analysis, and leadership approaches that enable decision-makers to act decisively and strategically during crises. Through case studies, interactive exercises, and practical tools, participants will strengthen their problem-solving skills, enhance organizational preparedness, and foster a proactive culture that supports risk awareness, rapid response, and continuous improvement. By the end of the training, learners will be equipped to lead their organizations through crises while aligning decisions with strategic objectives and sustainable growth.

## Programme Curriculum

**Crisis Management and Strategic Decision-Making Training Course**

**Introduction**

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Course Objectives

1. Understand the principles and frameworks of effective crisis management.
2. Identify potential internal and external risks affecting organizational performance.
3. Develop proactive crisis preparedness and response plans.
4. Enhance decision-making skills under high-pressure conditions.
5. Apply data-driven and evidence-based approaches to crisis scenarios.
6. Integrate strategic thinking into organizational decision-making processes.
7. Manage communication effectively with stakeholders during crises.
8. Develop leadership capabilities for guiding teams through uncertainty.
9. Apply risk assessment and mitigation strategies in real-time scenarios.
10. Leverage technology and analytics to support crisis response decisions.
11. Establish policies, procedures, and governance structures for crisis management.
12. Monitor and evaluate crisis response effectiveness and organizational resilience.
13. Foster a culture of continuous learning and improvement post-crisis.

Organizational Benefits

- Strengthened organizational resilience and preparedness
- Improved ability to manage operational, reputational, and financial risks
- Enhanced decision-making under pressure
- Better stakeholder communication during crises
- Streamlined crisis response procedures and coordination
- Increased leadership and team effectiveness
- Reduced impact of crises on organizational performance
- Strengthened compliance and governance structures
- Improved recovery time and continuity of operations
- Enhanced organizational reputation and public trust

Target Audiences

- Senior executives and C-suite leaders
- Risk management and compliance officers
- Crisis management teams
- Operations and strategy managers
- Communications and public relations professionals
- Business continuity and resilience specialists
- Consultants in risk and strategy
- Project and program managers

Course Duration: 10 days

Course Modules

Module 1: Introduction to Crisis Management

- Understanding the nature and types of organizational crises
- Key principles of crisis management and strategic decision-making
- Identifying crisis triggers and early warning indicators
- Establishing crisis management frameworks and protocols
- Aligning crisis management with organizational objectives
- Case Study: Managing a financial institution’s sudden liquidity crisis

Module 2: Risk Assessment and Analysis

- Identifying internal and external risks
- Quantitative and qualitative risk assessment methods
- Prioritizing risks based on likelihood and impact
- Developing risk matrices and heat maps
- Scenario planning for high-impact risks
- Case Study: Risk mapping in a multinational corporation

Module 3: Crisis Preparedness and Planning

- Developing crisis preparedness strategies and policies
- Establishing crisis management teams and roles
- Resource allocation for crisis response
- Creating operational continuity plans
- Conducting drills and simulations
- Case Study: Implementing a crisis preparedness plan for a manufacturing plant

Module 4: Decision-Making Under Pressure

- Frameworks for rapid and effective decision-making
- Balancing short-term response with long-term strategy
- Cognitive biases and decision traps in crises
- Prioritization and resource allocation techniques
- Decision-making under uncertainty
- Case Study: Strategic choices during a supply chain disruption

Module 5: Communication and Stakeholder Management

- Crisis communication strategies and best practices
- Internal communication with teams and staff
- External communication with media and stakeholders
- Crafting key messages and managing information flow
- Reputation management during crises
- Case Study: Public communication during a product recall crisis

Module 6: Leadership in Crisis Situations

- Leading teams under stress and uncertainty
- Emotional intelligence and resilience in leadership
- Building trust and credibility during crises

- Conflict resolution and team cohesion strategies
- Decision accountability and ethical leadership
- Case Study: Leadership response to a cybersecurity breach

Module 7: Strategic Decision-Making Frameworks

- Integrating strategic thinking into crisis management
- Analytical tools for decision support
- Prioritization models and scenario evaluation
- Cost-benefit analysis under uncertainty
- Aligning decisions with organizational mission and values
- Case Study: Strategic decision-making in market expansion during crisis

Module 8: Technology and Data Analytics in Crisis Management

- Leveraging data for real-time decision-making
- Predictive analytics and crisis modeling
- Using digital dashboards and monitoring tools
- Information management for effective response
- Evaluating technology solutions for crisis support
- Case Study: Data-driven crisis response in a retail chain

Module 9: Crisis Recovery and Business Continuity

- Recovery planning and continuity of operations
- Setting measurable recovery objectives
- Resource mobilization and operational restoration
- Learning from past crises to improve resilience
- Monitoring and evaluating recovery progress
- Case Study: Business continuity following a natural disaster

Module 10: Financial Risk and Crisis Impact

- Assessing financial risks during crises
- Budgeting and resource allocation under pressure
- Mitigating financial exposure and losses
- Integrating financial strategy into crisis response
- Evaluating financial recovery measures
- Case Study: Financial risk management during a banking sector crisis

Module 11: Regulatory and Legal Considerations

- Compliance obligations during crises
- Legal risk assessment and mitigation
- Contractual considerations and stakeholder obligations
- Regulatory reporting and accountability
- Policies for ethical and lawful decision-making
- Case Study: Regulatory compliance in a corporate crisis

Module 12: Psychological Factors in Crisis Management

- Understanding human behavior under stress

- Decision-making biases and cognitive load
- Team dynamics and stress management
- Motivating and guiding teams effectively
- Crisis leadership and emotional resilience
- Case Study: Behavioral analysis during a high-stress operational failure

Module 13: Cross-Functional Crisis Coordination

- Coordinating between departments and functions
- Establishing command and control structures
- Workflow and process integration during crises
- Information sharing and collaboration mechanisms
- Effective delegation and accountability structures
- Case Study: Multi-department coordination in a technology failure

Module 14: Continuous Improvement and Learning

- Evaluating crisis response performance
- Documenting lessons learned and best practices
- Updating policies and protocols based on experience
- Institutionalizing continuous learning for resilience
- Feedback loops and improvement cycles
- Case Study: Learning from repeated supply chain disruptions

Module 15: Scenario Simulation and Capstone Exercise

- Comprehensive simulation of a multi-faceted crisis
- Applying decision-making frameworks in real-time scenarios
- Crisis team coordination and stakeholder communication
- Evaluating outcomes and strategic impact
- Debriefing and lessons learned synthesis
- Case Study: Capstone exercise simulating organizational crisis response

Training Methodology

- Instructor-led presentations and interactive lectures
- Scenario-based simulations and role-playing exercises
- Group discussions, brainstorming, and problem-solving sessions
- Hands-on use of analytical and decision-making tools
- Case study review and applied exercises
- Action plan development and participant presentations

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

*Certification*

*Upon successful completion of this training, participants will be issued with a globally- recognized certificate.*

*Tailor-Made Course*

*We also offer tailor-made courses based on your needs.*

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 04 Dec 2026 | Online | $2,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $3,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $6,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $6,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $12,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $9,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $12,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $12,000 |

Ready to enroll or request a customized program? Book online or contact us:

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