

TAKING CONTROL IN A CRISIS

How It Really Works

One-day and two-day
programs available

FIRST OF
ITS KIND



A unique course designed to teach you how to manage and lead in times of crisis or critical incident.

When people look to you for answers – what do you do, how do you behave, how do you take control and lead?

This course will show you how to be a leader when all around you is chaos.

“Very relevant and useful information from people who have done it for a living”

Mark Levey – General Manager (OHS), Centennial Coal

“The course content and presentation were first class. The learnings from this course will help participants prepare for a crisis in advance. Case studies are relevant and interesting.”

John Furner – John Furner, Muswellbrook Coal, General Manager

acimsolutions
Australian Centre for Investigation, Incident & Management Solutions

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> BACKGROUND TO THE COURSE

Leaders at all levels must be prepared to encounter a serious or critical incident and be ready to lead in that environment. We are challenged by inherently high risk operating environments, uncontrollable events and are more highly accountable than ever before by our stakeholders.

The modern focus on risk management, safe operating procedures and incident response processes have improved safety, however, what is missing is the answer to the core questions:

How do you lead and take control in a crisis?

How do you behave and what must you do when you are in charge of a high pressure/major consequence event?

How do you rebuild a positive work environment after a major incident?

How do you build public trust in your brand?

> WHO SHOULD ATTEND?

This course is ideally suited to those who are leaders in industries where there is potential for high risk/major consequence events in a commercial or operating context. The course is suited to management positions such as CEO's, general managers, operations managers, HR managers, risk management and safety representatives, media representatives and project managers.

> LEARNING OUTCOMES:

In this course you will learn how to:

- Understand the people and politics involved in a crisis
- Manage oversight bodies and stakeholders
- Manage the media, family, employee groups and the community
- Use practical skills and processes for quality decision making
- Use negotiation and communication processes effectively
- Show personal leadership – stay clear of mind and in control
- Manage risk during a crisis.

This is not a course on emergency procedure. In contrast, this course teaches you practical strategies to lead and manage yourself and others in a time of emergency or crisis; how to think, how to act, how to delegate, negotiate and communicate effectively. You will learn strategies for handling stress in yourself and others.

This program's team of highly experienced specialists provide real world value, experience and insight. Drawing on real world examples and practical strategies, this course will equip you to deal with the all aspects before, during and after a major incident.

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COURSE CONTENT

Section 1:

Crisis aftermath - How bad can it get?

Section 2:

Strategic response to the people and the politics

Positioning yourself and your organisation during a crisis

This session focuses on the governance and frameworks operating in Australia and techniques on how to navigate internal and external oversight bodies. We explore expectations within communities and regulatory bodies and the impact upon your personal and corporate obligations and responsibilities.

Negotiation and communication

Effective negotiation and communication often present the greatest challenges to leaders during a crisis or when under pressure. Learn the skills to build confidence among stakeholders, how to manage the inevitable anxiety, damaging misinformation and the welfare of all those affected.

Managing yourself and the team during the crisis

The psychological impact of highly stressful situation manifests itself in a number of ways and can derail you and your team from meeting your goals. This session will focus on how to identify and positively manage those emotional reactions and responses in yourself and others.

Driving a positive perception

Understanding the importance of developing a media and/or communication strategy for the public and your staff is critical to serious incident management. This session focuses on how to develop a defined and positive agenda and the importance of managing outside perception positively and proactively.

Section 3:

Practical skills for leaders during a crisis

The challenge of making decisions in a pressured environment

This session will focus on understanding the impediments to decision making for leaders and incident management teams.

The session focuses on developing intelligence and information skills and networks that are successful in pressured environments and will ensure optimal and accountable decision making.

Participants learn practical skills to assist in ensuring their preparedness and clear definition of team roles and responsibilities during serious incidents. You will develop the skills to successfully transform that planning into practice at the critical times.

Practical tools to assist leaders during and immediately after a crisis

This session reinforces the value of team responsibilities and developing a greater understanding of the expectations of your team during crisis periods. You will learn how proactive and practical strategies assist your preparedness in managing logistics around incident management.

We examine the role of record management throughout the crisis period and beyond. What are your obligations? How can this task be managed effectively with so many stakeholders?

Section 4:

Living with the outcome – Critical elements for rebuilding following a crisis

Leadership - how to practically engage positively in the post-crisis period.

This session is aimed at ensuring participants understand the role and legalities around debriefing processes and how to maximise the welfare management systems in the post-crisis phase.

A number of critical organisational factors and individual leadership abilities will determine how well an organisation and a leader will respond in a crisis.

You will learn why proactivity and preparedness in your leadership role aids in the rebuild. We focus on the importance of proactive policy development and the need to build effective teams now to lead the organisation through the incident and post-incident phase. The session focuses on leadership and the importance of articulating a vision for organisation to move forward.

The facilitators for this course draw upon their experience and a range of case studies.

All case studies refer to publicly published information and are used as a learning opportunity for all participants. All people and situations used in the case studies are treated with respect and sensitivity.

“This course has provided relevant and practical learnings that I can take to the workplace. Valuable as a crisis is hard to practise or prepare for.”

Kim Nguyen – Muswellbrook Coal Mine Manager

“The level of experience in ‘real’ situations was invaluable to the course in terms of credibility and transfer of knowledge, skills and tools for the future.”

Peter Haines – Compliance Manager, UGM GROUP