

# Course : Managing and supporting teams in crisis situations

*Practical course - 2d - 14h00 - Ref. MSI*

*Price : 1590 CHF E.T.*

★★★★☆ 4,5 / 5

The aim of this training course is to enable you to acquire the appropriate tools and behaviors to manage each phase of a crisis and uncertainty situation effectively and humanely. You will also learn how to prevent and anticipate crisis situations by assessing threats and risks.

## Teaching objectives

**At the end of the training, the participant will be able to:**

- ✓ Understanding the different stages of crisis and uncertainty management
- ✓ Taking a step back and supporting employees through change
- ✓ Managing the end of the crisis
- ✓ Implement actions to prevent crisis situations

## Intended audience

Managers of teams who are experiencing or have experienced a crisis situation. Anyone wishing to acquire the right reflexes to prevent a potential crisis situation.

## Prerequisites

Team and management experience required.

## Practical details

### Hands-on work

This highly interactive course is based on numerous practical exercises and role-plays, with individualized feedback and analysis.

## Course schedule

### PARTICIPANTS

Managers of teams who are experiencing or have experienced a crisis situation. Anyone wishing to acquire the right reflexes to prevent a potential crisis situation.

### PREREQUISITES

Team and management experience required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Understanding different crisis situations

- The different types of crisis and uncertainty situations: reorganization, relocation, site closure, etc.
- The challenges and specifics of each situation.

### Group discussion

Group work on different situations of crisis and uncertainty.

## 2 Anticipating and preventing crisis situations

- The stages of a crisis.
- Warning signs and triggers.
- Amplifying phenomena.
- Anticipating crisis situations: the crisis unit.
- Identify vulnerabilities. Assess risks.
- Threat mapping.
- The way out of the crisis.

### Role-playing

Detect the warning signs of a crisis, identify triggers and recognize amplifying phenomena.

## 3 Strengthening management in uncertain times

- The four levels of uncertainty.
- Preparing teams for uncertainty.
- Planning under uncertainty: ways of dealing with it.
- A systems approach to reasoning.
- The leader's key skills in situations of uncertainty.
- The five priority dimensions.
- Tools for implementing the decision: the triptych of anticipation, trust and listening.

### Hands-on work

Planning exercises under uncertainty.

## 4 Supporting your team's emotions

- Psychological functions and dysfunctions.
- Defense mechanisms in situations of crisis and uncertainty.
- Manage the stress inherent in any crisis situation.
- The usefulness of emotions: understand your own, manage those of others.
- Manage conflicts and tensions inherent to the situation.

### Hands-on work

Exercise in decoding psychological functions and dysfunctions. Discover best practices in change management. Manage your own stress and that of others.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 5 The manager's response to crisis and uncertainty

- Consequences for decision-making.
- Assume a leadership posture and manage through meaning to (re)create a positive dynamic.
- Managing your own fears and doubts.
- Identify and support the resistance associated with this phase of change.
- Share the vision and consequences of any new decision.
- Communicate effectively with your team.

### Role-playing

Intensive training in decision-making through case studies and role-playing.

## Dates and locations

### REMOTE CLASS

2026 : 25 June, 2 Nov.