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

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.

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.