



CRISIS LEADERSHIP

Crisis Leadership

WHAT IT IS:

Political instability? A hostage or barricade situation? Natural disaster? Product tampering? Crises cost companies and societies billions of dollars every year...

Every organisation experiences crises. In fact, crisis situations often reveal an organisation's ability to succeed – and to survive. Some organisations are better than others at coping with crisis situations. Those organisations that cope well with crises are the organisations that succeed. What make the difference are the skill and the preparation of people at the top

Some crises result from mistakes within the organisation, some come from uncontrollable factors in the market, some from natural or political disasters. Crisis Leadership takes two forms; preparational and operational. What can executives do to strengthen the capacity of their organisations to withstand unanticipated crises? And what positive role can executives and others play during a crisis?

Both in preparation and operationally, effective crisis leadership involves two key tasks; understanding the crisis and its causes, and managing the behaviour of those in the organisation dealing with the crisis.

Sea-Change Crisis Leadership training is designed to help leaders within organisations “weather the storm” in two ways:

- (1) *by developing a framework for diagnosing crises in a way that will enable you to lead your team through a crisis, and*
- (2) *by identifying ways in which you can increase your organisation's Crisis Coping Capacity through more effective crisis behaviour during a crisis.*

But don't wait for the crisis to strike before you train your people and prepare your organisation! Most companies only invest in Crisis Leadership capacity after a crisis...After it's too late...

Our Qualifications:

Sea-Change Partners are experienced crisis leadership professionals, practitioners, advisors, coaches and trainers. From commercial crises, to hostage negotiations and political crises all over the world, we have experience teaching and advising in high stakes crisis situations.

Our senior professionals have delivered Crisis Leadership training to CEOs, senior executives, political leaders, diplomats, and senior military and police officers from over thirty countries. We have also advised several governments, police forces, and families in hostage crises and siege situations on four continents.

HOW WE CAN HELP YOU:

• **Crisis Leadership Skills Training**

Sea-Change Partners offers a tried and tested curriculum of practical Crisis Leadership tools that will help you to be a more effective leader during any crisis.

• **Expert Crisis Leadership Assistance**

Sea-Change Partners have delivered Crisis Leadership training to business, military, police, and public sector leaders for years. Senior Sea-Change professionals will work with leaders confronting a particular crisis; providing timely practical advice, Systematic Crisis Diagnosis, and strategic assistance in coping with any real-time crisis.

• **One-on-One or Small Group Training**

Sea-Change can conduct private, confidential workshops to enhance skills and approaches for senior executives and those responsible for dealing with crisis situations. These workshops are available in half-day and full-day formats. Other designs may be customized to meet the needs of clients.

• **Crisis Simulations: Practical Skills Enhancement**

Simulations exist to allow people to experiment – that is, to try new things in a learning environment where consequences are minimal. Participants can engage each other – and our professionals - in simulated crises in order to improve their habits, refine their skills, conduct effective crisis diagnosis, and design their strategies.

• **Facilitated Brainstorming for Substantive Solutions**

Sea-Change helps clients find the best possible options, maximise value, or minimise damage during crisis situations.

• **Customized Crisis Scenario Development**

With advance preparation, Sea-Change Partners professionals will work with a client to prepare for crisis situations by simulating specific, potential crises. Customized Crisis Scenario Development requires significant time and preparation, background knowledge, and access to individuals who are best suited to envision a specific crisis on a case-by-case basis. Sea-Change will work with our clients to design the most relevant scenarios and the most effective methods for simulating them. It is an exercise designed to deliver maximum value where it counts most... the bottom line.

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