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BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-021

Crisis Leadership for Senior Executives

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.

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Course content

Why Attend

When a crisis strikes, the decisions and behaviour of senior executives shape the outcome more than any plan. Leaders must make fast decisions with incomplete information, communicate with confidence, protect people and reputation, and keep the organisation focused while under intense pressure from media, regulators, customers and staff.

This Crisis Leadership for Senior Executives training course prepares leaders to perform at their best when the stakes are highest. Participants learn how crisis teams are structured, how to frame and prioritise decisions, how to lead under stress, how to communicate with stakeholders and the media, and how to steer the organisation from response into recovery.

Course Methodology

• The course is built around immersive crisis simulations that unfold in real time with injects, media pressure and conflicting information. Between simulations, short briefings, case studies of real crises and facilitated debriefs help executives draw lessons and refine their personal leadership approach.

Course Objectives

• Explain the nature of crises and how they differ from incidents

• Describe the structure and roles of an executive crisis team

• Make effective decisions under uncertainty and time pressure

• Recognise and manage the effects of stress on leadership performance

• Lead crisis communication with internal and external stakeholders

• Handle media, regulators and public scrutiny with confidence

Target Audience

• Chief executives and members of executive committees

• Senior directors and general managers

• Members of crisis management teams

Course content

- Heads of communications and corporate affairs

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Course outline

Detailed course outline

Day-by-day outline for Crisis Leadership for Senior Executives.

Day 1 - Understanding Crises and Crisis Leadership

- 09:00-09:39 | Characteristics of crises and why they overwhelm normal management
- 09:39-10:18 | Types of crises: operational, reputational, financial and ethical
- 10:18-10:57 | The leader's role in the first hours of a crisis
- 10:57-11:00 | Lessons from well and poorly led corporate crises
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Lessons from well and poorly led corporate crises (continued)
- 12:06-12:44 | Crisis readiness of the executive team
- 12:44-13:22 | Personal leadership styles under pressure
- 13:22-14:00 | Self-assessment of crisis leadership strengths

Day 2 - Crisis Team Structure and Decision Making

- 09:00-09:30 | Strategic, tactical and operational levels of response
- 09:30-10:00 | Crisis team roles, membership and activation
- 10:00-11:00 | Situational awareness and building a common picture
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Frameworks for structured crisis decision making
- 12:00-12:30 | Avoiding groupthink, tunnel vision and decision paralysis
- 12:30-13:00 | Recording decisions and the rationale behind them
- 13:00-14:00 | Simulation: first meeting of the crisis team

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Day 3 - Leading People Under Pressure

- 09:00-09:34 | The effects of stress on judgement and behaviour
- 09:34-10:08 | Managing personal resilience, fatigue and rotation
- 10:08-10:42 | Keeping the crisis team focused and cohesive
- 10:42-11:00 | Duty of care to staff, victims and families
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Duty of care to staff, victims and families (continued)
- 11:46-12:20 | Ethical dilemmas and values-based decisions
- 12:20-12:53 | Leading when information is incomplete or contradictory
- 12:53-14:00 | Simulation: an escalating crisis with competing demands

Day 4 - Crisis Communication and Reputation

- 09:00-09:34 | Principles of effective crisis communication
- 09:34-10:08 | Communicating with staff, customers, investors and regulators
- 10:08-10:42 | Preparing for and conducting media interviews
- 10:42-11:00 | Social media dynamics during a crisis
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Social media dynamics during a crisis (continued)
- 11:46-12:20 | Apologies, accountability and protecting trust
- 12:20-12:53 | Coordinating messages with legal and communications advisers
- 12:53-14:00 | Exercise: a recorded press statement and interview

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Day 5 - From Response to Recovery

- 09:00-09:39 | Recognising the transition from response to recovery
- 09:39-10:18 | Strategic recovery planning and stakeholder expectations
- 10:18-10:57 | Leading organisational learning after a crisis
- 10:57-11:00 | Rebuilding reputation and relationships
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Rebuilding reputation and relationships (continued)
- 12:06-12:44 | Strengthening crisis preparedness for the future
- 12:44-13:22 | Board oversight and governance of crisis capability
- 13:22-14:00 | Personal crisis leadership action plan

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Seminar dates

Available seminar dates

Live dates and pricing for Crisis Leadership for Senior Executives generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Madrid	Classroom	**€3,400**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Crisis Leadership for Senior Executives generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Munich	Classroom	**€2,425**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Paris	Classroom	**€2,810**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Rome	Classroom	**€2,830**
3 - 7 May 2027	London	Classroom	**€2,915**

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Seminar dates

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Live dates and pricing for Crisis Leadership for Senior Executives generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Vienna	Classroom	**€3,425**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Cape Town	Classroom	**€1,825**

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Seminar dates

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Live dates and pricing for Crisis Leadership for Senior Executives generated from the course details page.

Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Dubai	Classroom	**€2,845**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
4 - 8 October 2027	Istanbul	Classroom	**€2,825**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Kuala lumpur	Classroom	**€2,425**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Madrid	Classroom	**€3,400**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

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Live dates and pricing for Crisis Leadership for Senior Executives generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**