



Consulting and Training | Reach New Heights

Course Name

Crisis Management - Entry to Mid

Sector Name

Interpersonal Skills and Self Development

Document Type

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Crisis Management - Entry to Mid

Course Introduction

In today's complex and highly connected business environment, organizations are increasingly exposed to crises that can escalate rapidly and impact operations, reputation, and stakeholder trust. Effective crisis management is no longer a specialized skill—it is a core professional capability.

Developed by **Boost**, this program is designed to equip entry- to mid-level professionals with the essential knowledge and practical skills needed to recognize, respond to, and manage crises confidently. The course focuses on structured response, clear communication, and coordinated decision-making during high-pressure situations.

Through real-world scenarios, interactive exercises, and practical frameworks, **Boost's** Crisis Management - Entry to Mid-course enables participants to play an active and effective role in crisis preparedness, response, and recovery—helping organizations reduce impact and strengthen resilience.

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Target Audience

- ✓ Entry-level and mid-level professionals
- ✓ Team leaders and supervisors
- ✓ Customer service and operations staff
- ✓ Communication and public relations professionals
- ✓ Employees involved in risk, compliance, or service delivery

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Learning Objectives

- ✓ Understand the nature, types, and lifecycle of organizational crises
- ✓ Identify early warning signals and potential crisis triggers
- ✓ Apply structured crisis management and response frameworks
- ✓ Communicate effectively with internal and external stakeholders during crises
- ✓ Support crisis teams and decision-making processes
- ✓ Contribute to post-crisis recovery and organizational learning

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Course Outline

✓ DAY 01

Foundations of Crisis Management

Module 1: Understanding Crises

- ✓ What constitutes a crisis vs. an incident or issue
- ✓ Common types of organizational crises
- ✓ Why crises escalate and how they affect organizations

Module 2: The Crisis Management Lifecycle

- ✓ Prevention, preparedness, response, recovery
- ✓ Roles of employees at different levels
- ✓ The importance of readiness and planning

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Course Outline

✓ Day 02

Crisis Identification and Preparedness

Module 3: Early Warning Signals and Risk Indicators

- ✓ Typical crisis triggers and warning signs
- ✓ Monitoring risks in daily operations
- ✓ Escalation paths and reporting mechanisms

Module 4: Crisis Preparedness Basics

- ✓ Crisis teams and responsibilities
- ✓ Scenario planning and readiness principles
- ✓ Individual and team preparedness

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Course Outline

✓ Day 03

Crisis Response and Decision-Making

Module 5: Crisis Response Frameworks

- ✓ Structured response models
- ✓ Prioritization during crises
- ✓ Decision-making under pressure

Module 6: Roles and Coordination During a Crisis

- ✓ Command, coordination, and communication
- ✓ Working across teams and departments
- ✓ Managing time-critical actions

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Course Outline

✓ Day 04

Crisis Communication and Stakeholder Management

Module 7: Crisis Communication Essentials

- ✓ Internal vs. external communication
- ✓ Key principles of effective crisis messaging
- ✓ Managing employees, customers, and partners

Module 8: Media and Public Communication

- ✓ Handling difficult questions
- ✓ Avoiding common communication mistakes
- ✓ Maintaining trust and credibility

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Course Outline

✓ Day 05

Recovery, Learning, and Resilience

Module 9: Managing Recovery and Business Continuity

- ✓ Transitioning from response to recovery
- ✓ Supporting teams after a crisis
- ✓ Restoring operations and confidence

Module 10: Post-Crisis Review and Continuous Improvement

- ✓ Conducting post-crisis evaluations
- ✓ Capturing lessons learned
- ✓ Building a crisis-ready organizational culture

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 6, 2026	April 10, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
Aug. 3, 2026	Aug. 7, 2026	5 days	2150.00 \$	Virtual , Online
Dec. 14, 2026	Dec. 18, 2026	5 days	4250.00 \$	UAE , Dubai
Jan. 18, 2027	Jan. 22, 2027	5 days	5950.00 \$	USA , Texas

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