

EXECUTE RISK LEVEL CRISIS MANAGEMENT

“Proactive Strategies for Managing High-Stakes Organizational Crises”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

Crises can strike organizations without warning—ranging from financial collapse and cyberattacks to operational failures and natural disasters. How an organization responds in the first critical hours can determine whether it recovers or collapses. This course delivers a strategic and operational framework for managing high-risk, high-impact crises effectively at the executive level.

Participants will learn how to anticipate, prepare for, and lead through major crises, while maintaining trust, communication, and decision-making clarity. The course integrates real-time simulations and crisis leadership models based on global best practices.

Objectives

By the end of this course, participants will be able to:

- Understand the key components of crisis readiness and high-risk scenario planning
- Lead crisis response teams under pressure with clarity and authority
- Build and test crisis communication and stakeholder engagement strategies
- Apply tools to assess crisis risk levels and escalation indicators
- Conduct post-crisis reviews to strengthen resilience

Why Attend

- Learn to lead effectively during organizational uncertainty and disruption
- Improve your ability to make decisions under pressure with incomplete data
- Strengthen your organization's reputation, brand, and continuity through crisis
- Gain practical experience through live crisis simulation exercises
- Equip yourself with frameworks used by global emergency and strategic planners

Target Audience

This program is designed for:

- Senior executives and leadership teams
- Crisis management and business continuity officers
- Risk managers and corporate communications leaders
- Government and public sector crisis responders
- Security, safety, and resilience professionals

Individual Benefits

Key competencies that will be developed include:

- Executive-level crisis planning and leadership
- Risk-based scenario assessment and mitigation
- Decision-making under pressure
- Communication strategy in high-risk events
- Emotional intelligence and team resilience in crises

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Enhanced crisis preparedness and leadership readiness
- Strengthened internal protocols and rapid response plans
- Greater coordination across departments during critical events
- Improved stakeholder confidence and regulatory trust
- Reduced impact of crises through quicker containment and recovery

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Deep dive into global crisis frameworks and high-risk planning
- Case Studies - Real-world crises and executive leadership breakdowns
- Workshops - Scenario-based planning and response drills
- Peer Exchange - Sharing of crisis experience across industries
- Tools - Templates for crisis response plans, stakeholder maps, and escalation protocols

MAWA EVENTS

Address: No. 857, Block A2, Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net



Course Outline

DETAILED 5-DAY COURSE OUTLINE (Customizable)

Training Hours: 07:30 AM - 03:30 PM Daily Format: 3-4 Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Foundations of Executive Crisis Management

- Module 1: Crisis Management Principles and Risk Level Mapping (07:30 - 09:30)
 - Definitions and phases of crisis
 - Differentiating crisis, emergency, and disaster
 - Mapping organizational vulnerabilities and risk tiers
- Module 2: Crisis Governance & Team Structures (09:45 - 11:15)
 - Setting up crisis response teams and command structures
 - Executive roles and escalation chains
 - Coordination with regulators and external stakeholders
- Module 3: Case Study: Crisis Failures & Best Practices (11:30 - 01:00)
 - Review of public and private sector crisis responses
 - What went wrong and what worked
 - Lessons learned for policy and training

Day 2: Scenario Planning and Strategic Readiness

- Module 4: Risk Scenario Design and Testing (07:30 - 09:30)
 - High-impact, low-probability scenario mapping
 - Tools for crisis simulations and table-top exercises
 - Horizon scanning and weak signal detection
- Module 5: Stakeholder Management Under Pressure (09:45 - 11:15)
 - Internal and external stakeholder roles
 - Creating crisis communication frameworks
 - Managing media and public perception
- Module 6: Technology and Cyber Crisis Considerations (11:30 - 01:00)
 - Preparing for digital risk scenarios
 - IT failure, ransomware, and data breaches
 - Integrating cybersecurity into executive crisis plans

Day 3: Leading Through the Storm

- Module 7: Executive Decision-Making During Crisis (07:30 - 09:30)
 - Mental models under pressure
 - Speed vs accuracy in decision timelines
 - Tools for team coordination and prioritization
- Module 8: Communication Leadership in a Crisis (09:45 - 11:15)
 - Communicating uncertainty with clarity
 - Internal alignment and external message control
 - Emotional intelligence and trust-building
- Module 9: Simulation #1: Real-Time Crisis Leadership Drill (11:30 - 01:00)
 - Role play with time pressure and incomplete data
 - Live feedback and performance coaching

Day 4: Business Continuity and Resilience Activation

-

Module 10: Continuity of Operations and Logistics (07:30 – 09:30)

- BCMS (Business Continuity Management System) link to crisis
- Asset, supply chain, and people continuity
- Evacuation, relocation, and remote coordination
- **Module 11: Recovery Planning and Reputation Management (09:45 – 11:15)**
- Building recovery timelines and triggers
- Financial and reputational impact management
- Managing regulators, boards, and investors
- **Module 12: Simulation #2: Stakeholder Crisis Engagement Exercise (11:30 – 01:00)**
- Press conference & executive briefing simulation
- Q&A under scrutiny
- Media training best practices

Day 5: Review, Final Simulation, and Personal Action Plan

- **Module 13: Crisis Audit & Post-Incident Review (07:30 – 09:30)**
- Building post-crisis reports and debriefings
- Integrating lessons into future training
- Updating risk registers and escalation models
- **Module 14: Final Full-Scale Crisis Simulation (09:45 – 11:15)**
- Multi-layered crisis involving cyber, operational, and public fallout
- Group crisis room exercise
- Live team performance metrics
- **Module 15: Debrief, Certification, and Executive Action Planning (11:30 – 01:00)**
- Reflection and review of individual leadership under pressure
- Crafting a personalized crisis leadership roadmap
- Closing ceremony and certificate distribution

Certification

Participants will receive a Certificate of Completion in Executive Risk-Level Crisis Management, validating their strategic crisis leadership capabilities and readiness to manage organizational threats with confidence and clarity.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training

Interested in running this course for your team?

Please contact us:

TEL:

+601116373203

EMAIL:

info@mawaevents.net

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.