JUPITER PRIME

Consulting • Training • Advisory

جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

Crisis Leadership and Human Behaviour Training Course

jupiterprime.uk

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

Crisis Leadership and Human Behaviour Training Course

Crisis Leadership and Human Behaviour is a 1-week training course for team leaders, incident commanders and HR and wellbeing leads, in which participants build a people-in-crisis leadership playbook with a staff welfare plan attached. Organisations now face sudden disruption more often, and the way people perceive, decide and cope under acute stress shapes recovery as much as any procedure. Jupiter Prime Training delivers this course for leaders responsible for people when events turn critical.

Why Crisis Leadership and Human Behaviour Matters Now

Three forces shape how leaders handle people in a crisis today. Disruption arrives faster and through more channels, so staff form judgements before facts settle. Workforces expect visible care for their psychological wellbeing, and employers carry a duty to provide it. Incident teams are also more dispersed, which weakens the cues that normally hold a group together. Organisations that read human reactions well keep decisions sound and retain trust; those that ignore them see errors, burnout and departures. The course draws on ISO 22361, the international guideline on crisis management.

Who Gains Most from Crisis Leadership and Human Behaviour

- Team leaders who keep a shift or unit working as conditions change
- Incident commanders who direct responders and must judge fatigue, fear and focus
- HR and wellbeing leads who design psychological support during and after an event
- Crisis team members who brief, coordinate and relay decisions across functions
- Line managers who hold conversations with distressed or grieving staff

Crisis teams gain most when a commander, a team leader and a wellbeing lead attend together and agree how command decisions and staff care connect.

Crisis Leadership and Human Behaviour Capabilities

Participants practise reading stress, bias and group behaviour as they unfold and turning those readings into leadership choices that protect both decisions and people.

- Assess individual stress responses and cognitive load in responders — rotation and relief decisions
- Apply debiasing techniques to time-critical choices — incident command decisions
- Design briefings that restore shared situational awareness — dispersed response teams
- Communicate with empathy and clarity to frightened staff — line managers and HR
- Build psychological first aid and peer support arrangements — wellbeing leads
- Specify a staff welfare plan for the recovery phase — executive sponsors

Key Crisis Leadership and Human Behaviour Terms

- Acute stress response — the rapid physical and mental reaction to threat that narrows attention and speeds or freezes action.
- Sensemaking — the process by which people build a working account of a confusing situation so they can act on it.
- Cognitive bias — a predictable error in judgement, such as anchoring or confirmation, that intensifies under time pressure.
- Situational awareness — perceiving what is happening, understanding what it means and projecting what will happen next.
- Psychological first aid — a humane, practical response that helps people feel safe, calm and connected after a distressing event.
- Moral injury — lasting distress that follows acting, or watching others act, against deeply held values during an event.

Crisis Leadership and Human Behaviour Day by Day

Day 1: Human Reactions Under Threat

- Acute Stress Physiology — What Leaders Can Expect From Responders
- Fight, Flight and Freeze Patterns — Recognising Reactions in Teams
- Cognitive Load and Tunnel Vision — Limits on Information Handling
- ISO 22361 People Principles — Linking Crisis Structure to Behaviour
- Individual Stress Profiles — Planning Who Leads Which Phase

Day 2: Judgement and Bias Under Pressure

- Anchoring and Confirmation Bias — Testing Early Incident Assumptions
- Recognition-Primed Decision Model — When Intuition Can Be Trusted
- Premortem and Red Team Checks — Challenging the Command Plan
- Groupthink Indicators — Protecting Dissent in the Crisis Room
- Decision Logs — Recording Rationale for Later Scrutiny

Day 3: Teams, Sensemaking and Communication

- Cynefin Sensemaking Framework — Matching Response Style to Situation
- Shared Situational Awareness Briefings — Aligning Dispersed Responders
- Team Roles and Cohesion Under Strain — Assigning Tasks Fairly
- Rumour Dynamics Among Staff — Timing Internal Messages
- Empathic Leader Messaging — Calming Fear Without False Reassurance

Day 4: Care, Fatigue and Psychological Support

- Psychological First Aid Principles — Supporting Distressed Colleagues
- Fatigue and Rotation Scheduling — Sustaining Long Operations
- Peer Support and Trauma Risk Screening — Early Referral Choices
- Moral Injury and Grief Responses — Supporting Staff After Loss
- Return to Work Conversations — Pacing Recovery for Individuals

Day 5: Practising the People-in-Crisis Playbook

- Simulated Crisis Command Exercise — Applying Stress and Bias Insights
- Live Sensemaking Briefing Drill — Testing Shared Awareness
- Welfare Triage During the Simulation — Using Support Pathways
- Hot Debrief and Learning Review — Capturing Behavioural Lessons
- People-in-Crisis Leadership Playbook — Finalising the Staff Welfare Plan

Applying Crisis Leadership and Human Behaviour After the Course

- Run a premortem on the current crisis command arrangements, using the bias checks from the course to expose weak assumptions
- Draft a fatigue rotation and psychological first aid roster with the wellbeing lead, then test it in the next scheduled exercise

Crisis Leadership and Human Behaviour Questions FAQ

What is crisis leadership and human behaviour, and why does it matter now?

It is the practice of leading people whose thinking, emotions and actions change under acute stress. Disruption is more frequent and staff expect visible care, so leaders who read behaviour well protect both decisions and wellbeing.

Which roles gain most from crisis leadership and human behaviour training?

Team leaders, incident commanders and HR and wellbeing leads gain most. Each shapes how people cope, decide and recover, and the course connects command choices with staff support.

How does crisis leadership and human behaviour differ from a crisis communication course?

It focuses on the people inside the response rather than on media and public messaging. You work on stress, bias, team cognition and welfare, not press statements or spokesperson technique.

What do you bring back from crisis leadership and human behaviour training?

You bring back a people-in-crisis leadership playbook with a staff welfare plan, tested in a simulated event, plus debiasing checks and briefing formats you can use in the next exercise.

Crisis Leadership and Human Behaviour: The Way Forward

The people-in-crisis leadership playbook and its staff welfare plan first inform how a commander rotates and briefs responders in the opening hours. Incident commanders, team leaders and wellbeing leads use it together. After its first use, revisit how well early bias checks held and whether support reached those who needed it.