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COURSE BROCHURE

Leading Teams Through Disruption Training Course for Line Managers

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Registered in the United Kingdom and Saudi Arabia

Leading Teams Through Disruption Training Course for Line Managers

Leading Teams Through Disruption is a 1-week training course for line managers, department heads and newly appointed leaders who must keep people working when routines break, and each participant builds a personal crisis leadership plan for their own team. Supply shocks, cyber outages and sudden restructuring now test front-line managers before senior teams have spoken. Jupiter Prime Training runs this course for managers who lead from the middle of the organisation.

Why Leading Teams Through Disruption Matters Now

Three forces shape how managers lead through disruption today: hybrid and remote working that scatters teams across locations, faster operational shocks from technology failures and supplier breakdowns, and employees who expect honest, frequent updates from the person they report to. An organisation whose managers set direction quickly keeps service running and retains skilled staff; one whose managers freeze sees rumour, absence and avoidable errors grow. The course draws on ISO 22301 for business continuity management systems and ISO 22361 for crisis management guidelines.

Who Gains Most from Leading Teams Through Disruption

- Supervisors who allocate shifts, tasks and cover when absence or outages strike
- Department heads who translate senior crisis decisions into team priorities
- Newly appointed leaders facing their first period of serious uncertainty
- Project leads who must re-plan deliverables when suppliers or systems fail
- Managers of remote and hybrid teams who sustain contact and cohesion at a distance

Gains are greatest when several managers from one division attend together and leave with a shared handover rhythm and one vocabulary for briefing staff.

Leading Teams Through Disruption Capabilities

The outcomes centre on the moments when a manager has partial information, an anxious team and work that still has to be done.

- Assess the immediate impact of a disruption on people, workload and service — first-hour priorities
- Set short-cycle direction using intent statements and decision windows — team focus under uncertainty
- Design a delegation map with clear authority limits — deputies and shift leads
- Communicate candid team briefings that separate facts, unknowns and next steps — staff confidence
- Build morale and wellbeing check-ins that surface fatigue early — welfare and retention
- Plan a staged return to normal with a lessons debrief — senior leadership and recovery owners

Key Leading Teams Through Disruption Terms

- Commander's intent — a short statement of purpose and desired end state that lets staff act sensibly when detailed instructions are missing.
- Decision window — the period within which a choice must be made before options narrow or costs rise.
- Span of control — the number of people one leader can direct effectively during intense or disrupted conditions.
- Psychological safety — a shared belief that team members can raise concerns, mistakes or bad news without fear of blame.
- Battle rhythm — a fixed cycle of briefings, check-ins and handovers that gives a disrupted team predictable contact points.
- Hot debrief — a brief structured conversation held soon after an event to capture what happened while memories are fresh.

Leading Teams Through Disruption Day by Day

Day 1: The Manager's Place in Disruption

- Disruption Typology Grid — Matching Leadership Style to Event Type
- ISO 22301 Continuity Roles — Where Line Managers Fit
- ISO 22361 Crisis Structure — Escalation Paths From Team to Executive
- Team Impact Snapshot — Identifying Critical People, Tasks and Services
- Personal Stress Response Profile — Leading Others While Under Pressure

Day 2: Setting Direction Amid Uncertainty

- Commander's Intent Statements — Giving Purpose When Details Are Missing
- Decision Window Mapping — Choosing When to Wait and When to Act
- Short-Cycle Priority Boards — Reallocating Work Day by Day
- Assumption Logs — Tracking What the Team Still Does Not Know
- Battle Rhythm Design — Setting Briefing and Handover Cycles

Day 3: Delegation, Cover and Team Briefings

- Delegation Authority Matrix — Defining What Deputies May Decide Alone
- Span of Control Checks — Splitting Teams Before Overload Occurs
- Cross-Skilling and Cover Rosters — Protecting Critical Tasks From Absence
- Facts, Unknowns, Next Steps Briefing — Structuring Candid Team Updates
- Rumour Control Routines — Correcting Misinformation Inside the Team

Day 4: Morale, Wellbeing and Remote Teams

- Psychological Safety Signals — Encouraging Early Reports of Problems
- Fatigue and Workload Indicators — Spotting Burnout Before Errors Rise
- Remote Check-In Cadence — Sustaining Contact With Dispersed Staff
- Recognition in Hard Times — Acknowledging Effort Without Raising Expectations
- Difficult Conversations Script — Handling Fear, Anger and Grief

Day 5: Practising the Personal Crisis Leadership Plan

- Simulated Supplier Outage — Applying Intent and Priority Boards
- Simulated Cyber Incident — Applying Delegation and Briefing Structures
- Staged Return to Normal — Sequencing Workload, Rest and Catch-Up
- Hot Debrief Facilitation — Turning Experience Into Team Lessons
- Personal Crisis Leadership Plan — Finalising Roles, Rhythms and Triggers

Applying Leading Teams Through Disruption After the Course

- Run a tabletop session with the team using the decision window map and delegation authority matrix built during the course
- Introduce a weekly battle rhythm and remote check-in cadence, then review fatigue indicators with deputies after four weeks

Leading Teams Through Disruption Questions FAQ

What is leading teams through disruption and why does it matter now?

Leading teams through disruption is the skill of keeping people focused, safe and productive when routines fail. It matters now because outages and hybrid working put line managers in charge of the first response.

Which roles gain most from leading teams through disruption training?

Line managers, supervisors, department heads and newly appointed leaders gain most, since each allocates work, briefs staff and protects wellbeing while senior teams decide strategy.

How does leading teams through disruption differ from a strategic crisis management course?

It focuses on the line manager's team rather than the executive crisis team. Instead of media handling or board decisions, you practise delegation, team briefings, morale and the staged return to normal.

What do you bring back from leading teams through disruption training?

You bring back a personal crisis leadership plan for your own team, covering intent statements, delegation limits, briefing rhythms, wellbeing checks and a return-to-normal sequence.

Leading Teams Through Disruption: The Way Forward

The personal crisis leadership plan first informs who decides what when a manager is unavailable or overloaded. Deputies, shift leads and remote team members use it to act without waiting for instructions. After its first real use, the perspective worth revisiting is morale, meaning whether people felt informed and supported, not only whether the work got done.