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COURSE BROCHURE

Advanced Crisis Leadership and Decision-Making Training Course

22 February – 5 March 2027
Milan

Advanced Crisis Leadership and Decision-Making Training Course

Ref: 148_4090 **Date:** 22 February – 5 March 2027 **Location:** Milan **Fees:** 11100 GBP

Advanced Crisis Leadership and Decision-Making is a 2-week training course for senior executives, incident commanders and emergency response leaders, built around a leadership decision protocol that each participant completes and shares with fellow leaders. Crises now unfold faster than information can be verified, so leaders must commit to choices before the picture is complete. Jupiter Prime Training offers Crisis Leadership and Decision-Making for those who carry final authority when events escalate.

Why Crisis Leadership and Decision-Making Matter Now

Three forces shape crisis leadership today: interconnected operations where a local failure spreads across sites within hours, real-time scrutiny from boards, authorities and the public, and responders who expect leaders to stay visible and composed. An energy operator facing a plant fire or a hospital group losing critical systems lives or dies by the quality of early decisions. Leaders who structure command, delegate clearly and record their reasoning keep control and credibility; those who centralise every choice create bottlenecks and lose trust. The course draws on ISO 22361, the international guideline for crisis management, for its structure of leadership roles.

Who Gains Most from Crisis Leadership and Decision-Making

- Executives who chair crisis leadership teams and approve strategic trade-offs
- Commanders who direct on-scene or tactical response during emergencies
- Leaders of emergency response functions accountable for safety and welfare decisions
- Site and regional heads who must act on delegated authority when contact is lost
- Advisers who brief boards and owners on difficult choices during escalation

An executive committee gains most when its chair, its operations head and its incident commander attend together and agree how authority flows between them.

Crisis Leadership and Decision-Making Capabilities

Participants leave able to read fast-moving situations, commit to choices and keep responders cohesive while uncertainty persists.

- Assess incoming information and separate verified facts from assumptions — situational awareness for the leadership team
- Apply a rapid decision cycle when options are incomplete — time-critical safety and continuity choices
- Design command tiers and escalation thresholds — clarity between strategic, tactical and operational leaders
- Communicate commander's intent so delegated leaders act with initiative — site and regional heads
- Build a decision log that records rationale and available information — boards, inquiries and investigators
- Weigh the timing of transition from response to recovery — owners, staff and partners

Key Crisis Leadership and Decision-Making Terms

- Situational awareness — a leader's understanding of what is happening, what it means and how it may develop next.
- Commander's intent — a short statement of purpose and desired end state that lets delegated leaders act without further approval.
- Decision log — a time-stamped record of each significant decision, the options considered, the rationale and the information available.
- Common operating picture — a single shared view of the incident used by all response cells to coordinate actions.
- Escalation threshold — a predefined condition that moves a decision or incident to a higher level of authority.
- Battle rhythm — the regular cycle of briefings, decision points and updates that structures a crisis leadership team's day.

Crisis Leadership and Decision-Making Day by Day

Day 1: The Crisis Leadership Context

- Crisis Leadership Tasks Model — Separating Sense-Making, Decision-Making and Meaning-Making
- ISO 22361 Leadership Roles — Positioning Executives Within the Crisis Structure
- Incident Versus Crisis Thresholds — Judging When Executive Leadership Must Engage
- Personal Stress Response Profile — Anticipating Individual Reactions Under Pressure
- Leadership Case Comparisons — Contrasting Choices Across Energy and Healthcare Events

Day 2: Situational Awareness

- Common Operating Picture — Building Shared Understanding Across Response Cells
- Information Triage Methods — Separating Verified Facts From Assumptions and Noise
- Weak Signal Detection — Spotting Escalation Before It Becomes Visible
- Situation Report Structure — Briefing Executives in Minutes Rather Than Hours
- Cognitive Bias Checks — Countering Anchoring, Groupthink and Confirmation Bias

Day 3: Decisions Under Uncertainty

- Rapid Decision Cycle — Observing, Orienting, Deciding and Acting Repeatedly
- Experience-Based Pattern Matching — Drawing on Expertise When Time Is Scarce
- Satisficing Versus Optimising — Accepting Good-Enough Options Under Time Pressure
- Scenario Branching — Preparing Contingent Decisions for Likely Developments
- Reversibility Assessment — Calibrating Decision Speed to Consequence

Day 4: Command Structures

- Strategic, Tactical and Operational Tiers — Assigning Decisions to the Right Level
- Crisis Leadership Team Composition — Balancing Expertise, Authority and Availability
- Command Handover Protocol — Transferring Authority Without Losing Momentum
- Escalation Threshold Design — Defining What Rises to Executive Attention
- External Responder Liaison — Aligning Corporate and Emergency Service Command

Day 5: Delegation in Fast-Moving Incidents

- Commander's Intent Statements — Enabling Initiative Without Constant Approval
- Delegation Boundaries Matrix — Specifying Authority Limits for Each Role
- Battle Rhythm Design — Scheduling Briefings, Decision Points and Updates
- Span of Control Limits — Preventing Leader Overload During Escalation
- Distributed Decision Rights — Empowering Site Leaders in Multi-Location Events

Day 6: Decision Logs and Accountability

- Decision Log Structure — Recording Rationale, Options and Information Available
- Assumption Tracking — Listing Beliefs That Need Later Verification
- Ethical Dilemma Weighing — Balancing Safety, Duty of Care and Commercial Interest
- Defensibility Preparation — Readying Decisions for Inquiries and Investigations
- Decision Review Points — Revisiting Earlier Choices as Facts Change

Day 7: Team Cohesion Under Stress

- Fatigue and Overload Recognition — Identifying Strain in Responders and Leaders
- Psychological Safety in Crisis Rooms — Encouraging Dissent Before Decisions Lock
- Shift Rotation and Rest Planning — Sustaining Leader Performance Over Several Days
- Rapid Conflict Resolution — Settling Disagreements Between Functions Under Pressure
- Welfare Support Arrangements — Protecting Staff Wellbeing in Prolonged Incidents

Day 8: Leading Stakeholders Through Crisis

- Visible Leadership Presence — Deciding When Executives Appear On Site
- Board and Owner Briefings — Securing Support for Difficult Trade-Offs
- Leading Through Spokespeople — Aligning Leadership Decisions With Public Messaging
- Authority and Partner Pressure — Handling Demands From External Decision-Makers
- Values-Based Framing — Anchoring Difficult Choices in Organisational Purpose

Day 9: Leading Recovery

- Response-to-Recovery Transition — Judging When to Stand Down Crisis Structures
- Recovery Priorities Framework — Sequencing Restoration of People, Operations and Trust
- Organisational Learning Reviews — Turning Leadership Lessons Into Policy Changes
- Leader Self-Review — Reflecting on Personal Performance and Development Needs
- Long-Tail Consequence Planning — Anticipating Legal, Financial and Cultural Aftershocks

Day 10: Practising the Leadership Decision Protocol

- Multi-Phase Command Simulation — Applying Command Tiers Across an Escalating Scenario
- Live Decision Log Exercise — Recording Rationale Under Timed Pressure
- Delegation Stress Test — Applying Commander's Intent With Rotating Leaders
- Peer Debrief of Leadership Choices — Refining Awareness and Cohesion Practices
- Leadership Decision Protocol — Assembling Thresholds, Delegation Limits and Logging Standards

Applying Crisis Leadership and Decision-Making After the Course

- Lead a review of escalation thresholds with the crisis leadership team and agree which decisions sit at each command tier.
- Introduce a standard decision log template and test it in a short tabletop exercise with the incident commander and duty executives.

Crisis Leadership and Decision-Making Questions FAQ

What is crisis leadership and decision-making and why does it matter now?

Crisis leadership and decision-making is the ability to make sense of an escalating event, commit to choices and keep people aligned while facts are incomplete. It matters now because incidents spread quickly across connected operations and leaders are judged on decisions made in the first hours.

Which roles gain most from advanced crisis leadership and decision-making?

Senior executives, incident commanders and emergency response leaders gain most. You benefit if you chair a crisis leadership team, hold delegated authority at a site, or must justify difficult trade-offs to boards and authorities.

How does advanced crisis leadership and decision-making differ from a crisis communication course?

Advanced crisis leadership and decision-making focuses on command, judgement, delegation and team cohesion rather than on statements and media handling. A communication course shapes what is said publicly, while this one shapes the decisions behind those words.

What do you bring back from crisis leadership and decision-making training?

You bring back a leadership decision protocol with escalation thresholds, delegation limits, a decision log standard and recovery transition criteria. It gives your leadership team an agreed way to share authority during the next serious incident.

Crisis Leadership and Decision-Making: The Way Forward

The leadership decision protocol gives an executive team a shared agreement on who decides what, how fast and with what record. Its first use is confirming which decisions an incident commander may take without executive approval. Executives, commanders and site heads use it together. After its first real activation, the delegation limits deserve another look, since live events show where authority was too tight or too loose.