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COURSE BROCHURE

Leading Under Pressure Training Course for Operational Managers

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Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Leading Under Pressure Training Course for Operational Managers

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Leading Under Pressure is a 1-week training course for operational managers who keep teams working through incidents, peak workloads and personal or organisational crises, and it ends with a Pressure Leadership Playbook for their own unit. Shorter deadlines, leaner staffing and frequent disruption now make high-pressure periods routine rather than rare. Jupiter Prime Training runs this course on leading under pressure for operational managers.

Why Leading Under Pressure Matters Now

Three forces raise the pressure on front-line and middle managers. Lean operating models leave little spare capacity when equipment fails, demand spikes or key staff are absent. Customers and senior leaders expect rapid, accurate updates the moment something goes wrong. Teams look to their manager's composure to judge how serious a situation is. Managers who stay steady make clearer decisions, prevent panic and protect wellbeing; those who do not amplify stress, make avoidable errors and lose trust. The course draws on the Yerkes-Dodson performance curve, Klein's recognition-primed decision model, the SBAR Situation, Background, Assessment, Recommendation briefing structure and after-action review practice.

Who Gains Most from Leading Under Pressure

- Shift and site managers who handle equipment failures and service outages
- Operations managers responsible for peak periods and seasonal surges
- Department heads leading teams through restructuring or sudden loss of staff
- Service managers who handle escalated customer incidents in real time
- Project managers recovering slipping deadlines under senior scrutiny

An operations team that faces regular incidents gains most when several of its managers attend together and agree shared briefing and recovery routines.

Leading Under Pressure Capabilities

Participants practise staying composed, deciding with incomplete information and keeping people steady when the clock is running.

- Assess personal stress signals and their effect on judgement — deciding when to pause or act
- Apply recognition-primed and rapid option checks to time-critical choices — operational decisions with incomplete facts
- Communicate updates using the SBAR structure — senior leaders, customers and teams needing clarity
- Build team stability routines for task allocation and rest — sustained performance through long incidents
- Design personal resilience practices for recovery after pressure peaks — the manager's own wellbeing

- Specify an after-action review that turns incidents into improvements — future readiness

Key Leading Under Pressure Terms

- Yerkes-Dodson Curve — a model showing performance rises with pressure up to a point, then falls as stress becomes excessive.
- Recognition-Primed Decision — a fast decision approach where experienced people match a situation to familiar patterns and test one workable option.
- SBAR — a short briefing format covering Situation, Background, Assessment and Recommendation for clear updates under time pressure.
- Cognitive Tunnelling — a stress effect where attention narrows to one issue and other important signals are missed.
- Battle Rhythm — a fixed cycle of briefings and check-ins that keeps a team coordinated during a long incident.
- After-Action Review — a structured debrief asking what was expected, what happened, why, and what to change.

Leading Under Pressure Day by Day

Day 1: Pressure, Stress and Performance

- Yerkes-Dodson Curve Applied to Teams — Recognising the Tipping Point
- Personal Stress Signature Mapping — Physical, Mental and Behavioural Signals
- Cognitive Tunnelling and Bias Under Pressure — What Managers Miss
- Pressure Scenario Inventory — Incidents, Peaks and Personal Crises
- Composure Techniques — Breathing, Pausing and Reframing Before Responding

Day 2: Deciding With Incomplete Information

- Recognition-Primed Decision Model — Using Experience Under Time Limits
- Rapid Option Check — Testing One Workable Plan Quickly
- Decision Thresholds and Escalation Triggers — When to Call for Help
- Decision Logs — Recording Reasons While Facts Are Uncertain
- Cases From Utilities and Hospital Operations — Comparing Time-Critical Choices

Day 3: Communicating Under Pressure

- SBAR Briefing Structure — Clear Updates in Under Two Minutes
- Upward Reporting to Senior Leaders — Facts, Unknowns and Next Steps
- Customer and Stakeholder Holding Statements — Calm Messages Before Full Facts
- Listening Under Stress — Hearing Warnings From the Team
- Difficult News Delivery — Honest Messages That Preserve Trust

Day 4: Team Stability and Personal Resilience

- Battle Rhythm Design — Briefing Cycles for Long Incidents
- Task Allocation and Rotation — Preventing Fatigue and Errors
- Psychological First Aid for Managers — Supporting Distressed Colleagues
- Personal Recovery Routines — Sleep, Boundaries and Decompression
- Leading Through Personal Crisis — Managing When Life Outside Work Strikes

Day 5: Practising the Pressure Leadership Playbook

- Live Incident Simulation — Applying Day Two Decision Methods
- SBAR Update Drill — Applying Day Three Briefing Structure
- Battle Rhythm Rehearsal — Applying Day Four Team Routines
- After-Action Review Facilitation — Turning the Simulation Into Lessons
- Completing the Pressure Leadership Playbook — Triggers, Scripts, Routines and Recovery

Applying Leading Under Pressure After the Course

- Introduce SBAR updates for the next incident or peak period and gather feedback from senior leaders.
- Run an after-action review on a recent high-pressure event and agree two improvements with the team.

Leading Under Pressure Questions FAQ

What is leading under pressure and why does it matter now?

Leading under pressure is keeping judgement, communication and team stability intact during incidents and high-stakes periods. It matters now because lean operations make pressure peaks frequent and visible.

Which roles gain most from leading under pressure training?

Shift, site, operations and service managers gain most, along with project managers recovering deadlines and department heads leading through sudden change.

How does leading under pressure differ from a crisis management course?

It focuses on the manager's personal composure and team leadership during daily incidents and peaks, not on corporate crisis plans, command structures or business continuity design.

What do you bring back from leading under pressure training?

You bring back a playbook with your stress triggers, decision thresholds, SBAR scripts, team routines and recovery practices, tested in a live simulation.

Leading Under Pressure: The Way Forward

The Pressure Leadership Playbook gathers a manager's triggers, decision thresholds, briefing scripts, team routines and recovery practices in one place. Its first use is preparing for the next known peak period. Managers share it with deputies so routines continue in their absence. After the first real incident, revisit the playbook through an after-action review.