

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

# Crisis Leadership for Executives

5 days | Classroom training | English

**SMART HORIZON**

info@smarthorizon.uk
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

Explore current programmes

https://smarthorizon.uk



# Course content

## Why attend

Crises test leaders under extreme pressure and uncertainty. This course prepares executives to lead during crises, covering crisis governance, decision-making under pressure, stakeholder management, communication, maintaining operations, supporting people and leading recovery, through immersive simulations.

How leaders behave in the first hours of a crisis shapes the outcome. This course helps you lead with clarity and confidence when it matters most.

## Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

## Course methodology

The course uses executive crisis simulations, case studies, decision exercises and reflection.

## Course objectives

By the end of this course, participants will be able to:
- Understand the leadership demands of a crisis
- Establish crisis governance and teams
- Make decisions under pressure and uncertainty
- Communicate with stakeholders and the public
- Support people and maintain operations
- Lead recovery and organisational learning

## Target audience

This course is suitable for:
- CEOs and senior executives
- Crisis management team members
- Board members
- Senior public sector leaders
- Heads of communications and risk



# Course content

## Target competencies

Participants will develop competencies in:

- Crisis decision-making
- Crisis governance
- Stakeholder management
- Crisis communication
- People leadership
- Recovery leadership

## Course outline

### Day 1: Crisis and Leadership

| | |
|---|---|
| **09:00–09:54** | Nature of crises |
| **09:54–10:48** | Leadership behaviours |
| **10:48–11:00** | Lessons from crises |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Lessons from crises (continued) |
| **12:12–13:06** | Self-assessment |
| **13:06–14:00** | Exercise: Crisis case review |

### Day 2: Crisis Governance

| | |
|---|---|
| **09:00–09:54** | Crisis teams |
| **09:54–10:48** | Roles and escalation |
| **10:48–11:00** | Information management |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Information management (continued) |
| **12:12–13:06** | Battle rhythm |
| **13:06–14:00** | Workshop: Crisis structure |



# Course content

## Day 3: Decisions Under Pressure

| | |
|---|---|
| **09:00–09:54** | Decision-making in uncertainty |
| **09:54–10:48** | Bias under stress |
| **10:48–11:00** | Values-based decisions |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Values-based decisions (continued) |
| **12:12–13:06** | Trade-offs |
| **13:06–14:00** | Simulation: Crisis part one |

## Day 4: Stakeholders and Communication

| | |
|---|---|
| **09:00–09:54** | Stakeholder priorities |
| **09:54–10:48** | Media and social |
| **10:48–11:00** | Employees |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Employees (continued) |
| **12:12–13:06** | Regulators |
| **13:06–14:00** | Simulation: Crisis part two |

## Day 5: Recovery and Learning

| | |
|---|---|
| **09:00–09:54** | Leading recovery |
| **09:54–10:48** | Supporting people |
| **10:48–11:00** | Rebuilding trust |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Rebuilding trust (continued) |
| **12:12–13:06** | Post-crisis review |
| **13:06–14:00** | Capstone: Crisis leadership plan |

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



# Course content

sessions. They are indicative only and do not constitute a binding commitment.

## Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Singapore<br>Confirmed dates | 16 Nov 2026 | 20 Nov 2026 | **£2,820.–** |
| Online<br>Confirmed dates | 16 Nov 2026 | 20 Nov 2026 | **£1,250.–** |
| London<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **£2,450.–** |
| Online<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **£1,250.–** |
| Dubai<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **£3,150.–** |
| Online<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **£1,250.–** |
| Frankfurt<br>Confirmed dates | 4 Jan 2027 | 8 Jan 2027 | **£2,650.–** |
| Online<br>Confirmed dates | 4 Jan 2027 | 8 Jan 2027 | **£1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Kuala Lumpur<br>Confirmed dates | 18 Jan 2027 | 22 Jan 2027 | **£1,450.-** |
| Online<br>Confirmed dates | 18 Jan 2027 | 22 Jan 2027 | **£1,250.-** |
| Barcelona<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **£2,840.-** |
| Online<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **£1,250.-** |
| Paris<br>Confirmed dates | 1 Feb 2027 | 5 Feb 2027 | **£2,860.-** |
| Online<br>Confirmed dates | 1 Feb 2027 | 5 Feb 2027 | **£1,250.-** |
| Istanbul<br>Confirmed dates | 15 Feb 2027 | 19 Feb 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 15 Feb 2027 | 19 Feb 2027 | **£1,250.-** |
| Amsterdam<br>Confirmed dates | 1 Mar 2027 | 5 Mar 2027 | **£2,540.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 1 Mar 2027 | 5 Mar 2027 | **£1,250.–** |
| Singapore<br>Confirmed dates | 15 Mar 2027 | 19 Mar 2027 | **£2,820.–** |
| Online<br>Confirmed dates | 15 Mar 2027 | 19 Mar 2027 | **£1,250.–** |
| Rome<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **£2,450.–** |
| Online<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **£1,250.–** |
| London<br>Confirmed dates | 5 Apr 2027 | 9 Apr 2027 | **£2,450.–** |
| Online<br>Confirmed dates | 5 Apr 2027 | 9 Apr 2027 | **£1,250.–** |
| Dubai<br>Confirmed dates | 19 Apr 2027 | 23 Apr 2027 | **£3,150.–** |
| Online<br>Confirmed dates | 19 Apr 2027 | 23 Apr 2027 | **£1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Frankfurt<br>Confirmed dates | 3 May 2027 | 7 May 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 3 May 2027 | 7 May 2027 | **£1,250.-** |
| Kuala Lumpur<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **£1,450.-** |
| Online<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **£1,250.-** |
| Cape Town<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **£1,890.-** |
| Online<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **£1,250.-** |
| Paris<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **£2,860.-** |
| Online<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **£1,250.-** |
| Istanbul<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **£2,650.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **£1,250.-** |
| Amsterdam<br>Confirmed dates | 5 Jul 2027 | 9 Jul 2027 | **£2,540.-** |
| Online<br>Confirmed dates | 5 Jul 2027 | 9 Jul 2027 | **£1,250.-** |
| Singapore<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **£2,820.-** |
| Online<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **£1,250.-** |
| Cape Town<br>Confirmed dates | 26 Jul 2027 | 30 Jul 2027 | **£1,890.-** |
| Online<br>Confirmed dates | 26 Jul 2027 | 30 Jul 2027 | **£1,250.-** |
| London<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **£1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Dubai<br>Confirmed dates | 16 Aug 2027 | 20 Aug 2027 | **£3,150.-** |
| Online<br>Confirmed dates | 16 Aug 2027 | 20 Aug 2027 | **£1,250.-** |
| Frankfurt<br>Confirmed dates | 6 Sept 2027 | 10 Sept 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 6 Sept 2027 | 10 Sept 2027 | **£1,250.-** |
| Kuala Lumpur<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **£1,450.-** |
| Online<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **£1,250.-** |
| Vienna<br>Confirmed dates | 27 Sept 2027 | 1 Oct 2027 | **£2,940.-** |
| Online<br>Confirmed dates | 27 Sept 2027 | 1 Oct 2027 | **£1,250.-** |
| Paris<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **£2,860.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **£1,250.–** |
| Istanbul<br>Confirmed dates | 18 Oct 2027 | 22 Oct 2027 | **£2,650.–** |
| Online<br>Confirmed dates | 18 Oct 2027 | 22 Oct 2027 | **£1,250.–** |
| Amsterdam<br>Confirmed dates | 1 Nov 2027 | 5 Nov 2027 | **£2,540.–** |
| Online<br>Confirmed dates | 1 Nov 2027 | 5 Nov 2027 | **£1,250.–** |
| Singapore<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **£2,820.–** |
| Online<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **£1,250.–** |
| Rome<br>Confirmed dates | 29 Nov 2027 | 3 Dec 2027 | **£2,450.–** |
| Online<br>Confirmed dates | 29 Nov 2027 | 3 Dec 2027 | **£1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| London<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **£1,250.-** |
| Dubai<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **£3,150.-** |
| Online<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **£1,250.-** |

## Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

## Contact Smart Horizon

info@smarthorizon.uk
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

View the latest course details online