



**Workshop on Leading Through Crisis:
Tools & Techniques for Leadership & Decision Making**

April 13 – 17, 2026, 1st Run: Lagos & Abuja
October 12 – 16, 2026, 2nd Run: Lagos & Port Harcourt
For Tutor -Led Class: 9am – 4:30pm

Workshop fee: Lagos: N350, 000,
Abuja / Port Harcourt: N400, 000 per Participant

Delivery Mode: In-person / Live Virtual / Hybrid
Online course fee: N300, 000 per Participant

Available for In-plant Training

**700 USD for foreign
Participants**

Program overview:

In today's unpredictable world, effective leadership during a crisis is more critical than ever. The "Leading Through Crisis" course is designed to equip leaders with the essential tools and techniques to navigate and manage crises with confidence and agility. This training provides a comprehensive framework for understanding the dynamics of crisis situations, enhancing decision-making skills, and leading teams through high-pressure environments.

At the end of this course, participants will be better prepared to face crises head-on, lead their teams with confidence, and drive their organizations towards successful recovery and resilience.

For Whom:

This training is designed for senior leaders, managers, and emerging leaders who seek to enhance their ability to lead effectively during crises. It is also beneficial for professionals responsible for crisis management, risk assessment, and organizational resilience such as Team leaders, Team managers, HSSE Professionals, Project team managers, Fire & Security Professionals and Process Safety Professionals.

Learning objectives:

At the end of the program, participants will be able to:

- identify the different types of crises and their unique challenges;
- analyze the impact of crises on organizational structure, communication, and employee morale;
- develop a crisis management plan that includes risk assessment, response strategies, and contingency planning;
- master techniques for making informed decisions quickly and effectively;
- develop leadership skills essential for managing crises, including resilience, adaptability, and clear communication;
- explore methods for maintaining team cohesion and morale during turbulent times;
- develop strategies for transparent and effective communication with stakeholders;
- manage media relations and public messaging to maintain organizational reputation; and
- Implement improvements based on post-crisis analysis to strengthen future crisis management.

Course outline:

Day 1: Understanding Crisis and Leadership Fundamentals

Introduction to Crisis Management

- Definition and types of crises (acute, chronic, and catastrophic)
- Characteristics and impact of crises on organizations

Case study: Notable crises and their outcomes

Leadership in Crisis Situations

- Core principles of effective leadership during crises
- Differences between routine and crisis leadership

Self-assessment: Identifying personal leadership style and areas for improvement

- Identifying key leadership actions and their impact

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: www.hcaglobalconsult.com: Email: info@hcaglobalconsult.com, hcaglobalconsult@gmail.com

Tel: Office Lines: Mon – Fri | 8am-5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

Day 2: Crisis Communication and Stakeholder Management

Effective Crisis Communication

- Principles of crisis communication
- Crafting clear, honest, and timely messages
- Media relations and handling misinformation

Managing Stakeholders

- Identifying and prioritizing stakeholders
- Developing a stakeholder communication plan
- Techniques for maintaining trust and transparency

Crisis Communication

- Feedback and reflection on communication effectiveness

Day 3: Decision Making Under Pressure

Decision-Making Models and Techniques

- Decision-making frameworks (e.g., OODA Loop, DECIDE model)
- Balancing speed and accuracy in decision making
- Tools for assessing risk and uncertainty

Practical Decision-Making Exercises

- Group discussions on decision outcomes and processes
- Techniques for avoiding common decision-making pitfalls

Day 4: Building and Leading Crisis Teams

Team Dynamics in Crisis Situations

- Key elements of effective crisis teams
- Roles and responsibilities within crisis teams
- Strategies for fostering collaboration and maintaining morale

Developing Crisis Management Plans

- Components of a comprehensive crisis management plan
- Establishing protocols and response teams
- Integration of crisis plans with organizational strategy

Crisis Management Plan Development

Class exercise: Teams develop a crisis management plan for a hypothetical scenario

Presentations and peer review of crisis management plans

Day 5: Post-Crisis Evaluation and Learning

Post-Crisis Assessment

- Techniques for conducting a post-crisis review
- Identifying lessons learned and areas for improvement
- Implementing changes and improvements based on review

Personal and Organizational Resilience

- Strategies for building resilience in leaders and organizations
- Self-care and stress management techniques for leaders
- Developing a personal action plan for ongoing growth

Action Planning

- Development of a personal action plan to apply course concepts

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 – FAB By Toprank Hotel, Opposite Old Federal Secretariat Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

In-plant Fee Negotiable

WORKSHOP FEE:

**Workshop fee: Lagos: N350, 000 per Participant, VAT-N26,250
Abuja / Port Harcourt: N400, 000 per Participant, VAT-N30,000**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

For Booking / Enquiry, Call: 234-8051365946, 234-7087578814

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Training Methodology: Lectures, group discussions, exercises, and case studies will be used to reinforce these teaching/learning methods.

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