



# Crisis Communication and Leadership

## AGENDA

### **PART 1 Crisis Know-How and Self - Awareness**

- Crisis Management: Success Factors
- Crisis Leadership Skills
- Managing The Human Factor
- Crisis Response Curve
- Case Study: General Managers in Crisis
- Crisis Communication Success Factors
- Define Your Crisis Story
- Crisis Leadership & Self - Leadership
- Staying Accountable, Motivated and Effective
- Accountability: Step 1 – Awareness, Knowing myself
- Behavioral Archetypes - Self-Assessment

### **PART 2 From Awareness to Ownership & Crisis Leadership**

- Strengths & Pitfalls of My Behavioral Archetype in High Stakes Situations
- My Reactions and Overreactions Under Pressure
- Creating Psychological Safety
- Finding Inner Calm in Crisis
- My Crisis Manager Skills – Self-Assessment
- Going Deeper: My Psychological Stress Drivers – Self-Assessment
- How to Manage and Balance My Psychological Drivers
- My Personal Learning Goals
- Further Reading