

CRISIS LEADER & FACILITATOR TRAINING

What is the problem we are solving?

More often than not, Crisis Leaders and Facilitators lack real capability to manage a crisis. They are over-confident, under-confident, or just unaware of what is required.

Many companies adopt a *hope for the best attitude* to Crisis Leadership and Facilitation. If training happens at all, executives often find it comfortable, slow and predictable. They disengage.

What makes the difference?

It's about your people's capability to respond ... predictably and reliably. Leader and Facilitator roles are critical to success and we believe the required competencies can be developed. Instead of testing people to failure, we develop them to succeed. What we provide is a sophisticated learning environment.

How does our solution achieve this?

We facilitate an engaging day of experiential learning. Our scenarios are based on real crises we have experienced with clients in the past, so they are credible and relevant to your organisation.

As well as delivering relevant, realistic scenarios, we use psychometric instruments, including the Strengths Deployment Inventory (SDI) to develop awareness of self and awareness of team dynamics. You'll be surprised at the fundamental changes in thinking, feeling and behaviour that result.

Then we enable them to develop personal strategies so they can thrive under pressure. We give them tools and they practice using them. They take their changed capability back into the organisation and it's available from day one.

Contact us on opportunities@eddistone.com to discuss how we can help you.



What does a training session look like?

The concept for this course is mainly learning by doing (80%), punctuated by short taught sessions (20%). Learning is progressive over two days and final performance is measurably improved from the baseline. Delegates rotate through appointments so each gets experience in the 'hot seat' at least twice.

Day one includes the theory behind situational awareness and decision-making. Delegates apply their understanding in a series of quick-fire scenarios and receive feedback from their peers. Towards the end of day one, we complete SDI assessments and delegates receive an introduction to facilitation skills.

Scenarios are alternated with learning from SDI assessments, practical facilitation and conflict management skills. These sessions develop self-awareness and awareness of the team dynamic. We encourage delegates to plan for implementing what they've learned in the workplace.

What are the benefits?

ADVANCED

Using this approach puts you at the leading edge of crisis readiness. You will be making a step change in crisis management maturity for the organisation.

EFFICIENT

This approach concentrates investment on the roles with most impact, which frees up senior executives' time, allowing capability to be maintained cost-effectively at the right level.

COMPLEMENTARY

Developing leaders who may be less experienced at leadership and facilitation, complementing your leadership development programme.

ALIGNED

Our approach is aligned with standards for Crisis Management (BS11200 & PD CEN/TS 17091), Major Incident Management (ISO/IEC 20000) and Business Continuity (ISO22301).

PERSONAL DEVELOPMENT

This approach develops self-awareness (especially awareness of tendencies to over-play some strengths) so delegates can moderate behaviour in future situations.

SKILLS DEVELOPMENT

Delegates receive an introduction to conflict resolution and facilitation skills, resulting in a positive impact among their colleagues in the workplace.

RESILIENCE

We enable delegates to develop personal strategies so they can thrive under pressure. They take their changed capability back into the organisation and it's available from day one.