



Center for Leadership Development

Crisis Leadership

Despite great improvements in crisis prevention and strategic management, serious predicaments can elude even the best laid plans. As a leader in your organization, you must be prepared. This course offers invaluable guidance to navigate complex, unanticipated situations.

- Identify emergency situations and assess your own biases under pressure.
- Learn strategies to manage new information effectively and make informed decisions when time is of the essence.
- Discover how to create and lead a crisis team, delegate responsibility and marshal resources quickly and efficiently.



Plan for and Know How to Respond to the Unexpected

Through case studies, interactive exercises, and simulated crises, you will learn to identify your personal strengths in relating to others when facing a threat. You also learn to manage relationships before, during, and after a crisis. After studying strategic approaches for assessing and tackling high-pressure situations, you will return to your organization with newfound confidence and readiness to handle the unexpected.

COMPETENCIES

- Problem Solving
- Integrity & Honesty
- Partnering
- Political Savvy
- Resilience

TUITION

\$3,500 EMDC–Shepherdstown

\$2,900 EMDC–Union Square

Tuition at EMDC–Shepherdstown includes meals and lodging.

DATES

Dec 1–4, 2014 EMDC–Shepherdstown

Aug 18–21, 2015 EMDC–Union Square

LOCATIONS

EMDC–Shepherdstown
239 Lowe Drive
Shepherdstown, WV

This training facility is 70 miles from Washington, DC in the Blue Ridge Mountains above the Potomac River.

EMDC–Union Square
999 North Capital Street , NE
Washington, DC 20002

This training facility is located in Washington DC’s thriving NoMa submarket, just blocks from Capital Hill and Union Station.

To register, please visit the course page:

[HTTPS://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=43](https://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=43)

“There was useful information about the need to anticipate and plan for crises, and techniques for planning well. The use of simulations and mini-exercises was useful for practically reinforcing material.”

Register Now for Crisis Leadership

This course is designed for executives and managers at all organizational levels who want to be prepared for unexpected situations and be confident leaders for their organizations during crises.

By sharing your crisis leadership experience with other Federal leaders during this course, you will develop an invaluable cross-agency network of colleagues for ongoing support.

A Weeklong Exercise in Crisis Leadership and Resilience

- Assess different models of decision-making for appropriate crisis resolution in a wide range of settings and contexts.
- Learn to organize and lead a crisis management team, organize resources, and make informed, ethical decisions.
- Explore strategic approaches for managing risk and analyzing information under pressure.
- Develop team-building, development and decision-making abilities for the increased demands of a crisis situation.
- Learn to guard against counterproductive “groupthink” decisions that can emerge when groups are under extreme pressure.
- Identify personal strengths when threatened and learn how to manage relationships with all relevant stakeholders before, during, and after a crisis.



CLD's Customer
Service number
is changing!
Reach us after
12/12/2014 at
202-606-0008

Three Ways to Register

1. Register Online at <http://leadership.opm.gov>

Initiate course registration with your Government Purchase Card payment, the fastest way to reserve your space. Use your own agency-specific procurement forms. Once we have received your payment, you will receive confirmation within two business days.

2. Fax a [Registration Form found online](#). This form can be used for courses at the Federal Executive Institute or Management Development Centers.

3. Contact a Representative Customer Service Office:

Toll Free: 888-676-9632

Phone: 304-870-8008

Fax: 304-870-8078

TDD/TTY 304-870-8066

Email: register@opm.gov

ACADEMIC CREDIT

2 upper-level Baccalaureate or 2 Graduate credits may be available upon completion.

LEAD

This course meets the requirements for the Executive and Professional levels of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to <http://cldcentral.usalearning.net/mod/page/view.php?id=249>

RECOMMENDED PRIOR COURSES

Emotional Competence for Executives

SUGGESTED FOLLOW-ON COURSES

Organizational Resiliency

To register, please visit the course page:

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“Better crisis management will improve effectiveness of [the agency’s] mission, staff and myself.”



UNITED STATES OFFICE OF
PERSONNEL MANAGEMENT

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