

# HUMAN SKILLS COURSE OVERVIEW

**Course Category:**  
Specialised skills

**Course Name:**  
Resilience and  
Leading in a Crisis:  
*Strategies for leaders  
to thrive and inspire*



**COURSE DURATION: 1 Day**

## Gauteng

3rd Floor, 34 Whiteley Road,  
Melrose Arch  
Johannesburg  
2196

## Gauteng

192 on Bram  
192 Bram Fischer Drive  
Ferndale, Randburg  
Johannesburg  
2160

## Cape Town

1st floor, TBE, 3 Bridgeway,  
Bridgeway Precinct,  
Century City,  
7411

## Durban

9 Mountview Close  
Broadlands  
Mount Edgecombe  
Durban  
4302



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## COURSE OVERVIEW

This workshop aims to equip leaders with the essential skills and strategies to navigate through crises with resilience, inspire their teams, and emerge stronger from challenging situations.

Participants will learn how to maintain composure, make informed decisions under pressure, and foster a resilient organizational culture.

## COURSE OBJECTIVES

**By the end of this course, you will be able to:**

1. Understand the principles of resilience and how they apply to leadership in a crisis.
2. Develop practical strategies to enhance personal and team resilience.
3. Implement effective communication techniques during high-stress situations.
4. Foster a culture of resilience and adaptability
5. Inspire and lead teams through uncertainty with confidence and clarity.
6. Evaluate and apply crisis management frameworks to real-world scenarios.



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## COURSE OUTLINE

### Module 1: Introduction to Resilience and Crisis Leadership

- Understanding Resilience: Definition and Importance
- The Role of a Leader in a Crisis
- Characteristics of Resilient Leaders

### Module 2: Building Personal Resilience

- Self-awareness and Emotional Intelligence
- Stress Management Techniques
- Developing a Growth Mindset
- Building Mental and Physical Well-being

### Module 3: Leading with Resilience

- Leading by Example: Resilient Leadership in Action
- Decision-Making Under Pressure
- Communicating Effectively During a Crisis
- Maintaining Trust and Morale

### Module 4: Fostering Team Resilience

- Creating a Supportive and Adaptive Team Culture
- Empowering Teams to Handle Adversity
- Encouraging Collaboration and Innovation
- Strategies for Team Building and Cohesion

### Module 5: Crisis Management Strategies

- Crisis Management Frameworks and Models
- Risk Assessment and Contingency Planning
- Effective Crisis Communication Plans
- Post-crisis Evaluation and Learning

### Module 6: Practical Applications and Case Studies

- Real-world Case Studies of Resilient Leadership
- Group Exercises and Role-playing Scenarios
- Developing Personal and Team Action Plans
- Reflecting on Lessons Learned and Continuous Improvement

## DELIVERY METHOD

### Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client