

**Human Resources Management**

# Crisis Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE

**MSD2875**

DELIVERY

**Online / Face-to-Face**

DURATION

**Flexible**

PREPARED FOR

**Organisation Approval**[Register for this Course](#)[View Online Course Page](#)

## Course Overview

The Crisis Management course offered by Magna Skills equips individuals and organizations with the essential skills and knowledge to effectively navigate and mitigate crises of varying scales. This comprehensive course provides participants with a deep understanding of crisis management principles, strategies, and practical techniques necessary to minimize damage, maintain stakeholder trust, and ensure swift recovery. Through a blend of theoretical insights and hands-on exercises, this course empowers learners to become adept crisis managers capable of making informed decisions and leading during times of uncertainty.

## Course Outcomes

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### **Upon completing the Crisis Management course, participants will be able to:**

- Define what constitutes a crisis and differentiate between various types of crises.
- Understand the psychological and emotional aspects of crisis response for individuals and groups.
- Identify potential vulnerabilities within an organization and create preemptive crisis management strategies.
- Develop effective communication plans to address stakeholders, media, and the public during crises.
- Establish command structures and roles for crisis management teams.
- Implement risk assessment and scenario planning to anticipate potential crises.
- Execute crisis response protocols efficiently to minimize harm and optimize recovery.
- Analyze case studies of past crises to extract valuable lessons and best practices.
- Collaborate with diverse teams to make swift and well-informed decisions under pressure.
- Evaluate the aftermath of crises and implement strategies for continuous improvement.

# Course Outline / Curriculum

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## Module 1: Understanding Crises

- Defining a crisis and its different forms
- Recognizing the stages of a crisis
- Psychological and physiological impacts of crises

## Module 2: Preparing for Crisis

- Conducting risk assessments and vulnerability analyses
- Developing crisis management plans
- Establishing crisis management teams and roles

## Module 3: Communication Strategies

- Importance of effective communication during a crisis
- Crafting crisis messages for different stakeholders
- Media management and addressing public concerns

## Module 4: Crisis Response and Decision-Making

- Implementing crisis response protocols
- Decision-making under pressure
- Coordinating and leading crisis teams

## Module 5: Learning from Past Crises

- Case studies of notable historical crises
- Identifying lessons learned and missed opportunities
- Applying insights to current crisis management strategies

## Module 6: Psychological and Emotional Considerations

- Addressing stress and trauma during crises
- Providing emotional support to teams and stakeholders
- Post-crisis psychological recovery strategies

## Module 7: Scenario Planning and Risk Mitigation

- Creating crisis scenarios for training and preparation
- Anticipating potential crisis triggers
- Developing proactive risk mitigation strategies

## Module 8: Post-Crisis Evaluation and Improvement

- Assessing the effectiveness of crisis management strategies
- Analyzing post-crisis outcomes and impacts
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Incorporating feedback and continuous improvement

### **Module 9: Practical Exercises and Simulations**

- Role-playing crisis scenarios
- Conducting mock crisis simulations
- Applying theoretical knowledge to real-world situations

### **Module 10: Final Assessment and Certification**

- Comprehensive review of course materials
- Practical application of crisis management principles
- Certification for successful completion of the course

## **Target Audience**

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## **Key Course Benefits**

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### **Work-Ready Skills**

Delegates leave with practical tools, templates and methods they can apply immediately at work.

### **Better Institutional Results**

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

### **Sponsor-Friendly**

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

### **Professional Recognition**

Delegates receive training documentation and a certificate of completion after successful participation.

## Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

### Southern Africa

Practical training destinations with strong travel access and delegate support.

Pretoria, South Africa

Vic Falls, Zimbabwe

Livingstone, Zambia

### East Africa

Popular regional centres for government, NGO and donor-funded project teams.

Kigali, Rwanda

Kampala, Uganda

Nairobi,

Zanzibar, Tanzania

### West Africa & Islands

Strategic locations for regional networking and executive capacity building.

Accra, Ghana

Port Louis, Mauritius

### International Executive Venue

Premium destination training for senior teams and international delegates.

Dubai, United Arab Emirates

### Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

Online, E-Learning

Remote Teams

Flex

### Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

Onsite

Custom Dates

Group Training

## Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

[Register / Apply Online](#)

[View Full Course Page](#)

## About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training

NGO Capacity Building

Corporate Workshops

Online Learning

Face-to-Face Training

Certifica

## Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

<b>Organisation / Department</b>	
<b>Delegate Name(s)</b>	
<b>Approved Course</b>	Crisis Management
<b>Preferred Delivery Mode</b>	<input type="checkbox"/> Online <input type="checkbox"/> Face-to-Face <input type="checkbox"/> Organisation-Based Training
<b>Preferred Training Venue / Date</b>	
<b>Estimated Number of Delegates</b>	
<b>Budget / Vote Number</b>	
<b>Contact Person</b>	
<b>Email / Mobile</b>	

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Authorised Name

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Signature / Stamp

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Date