MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Human Resources Management

Crisis Management

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

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2875	**Online / Face-to-Face**	**Flexible**	**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

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

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

Key Course Benefits

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.

Organisation / Department	
Delegate Name(s)	
Approved Course	Crisis Management
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____