# Advanced Crisis Management and Project Recovery Training Course



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Sharm El-Sheikh

4100 € (Per Person)

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## Course Introduction / Overview:

In today's volatile business environment, the ability to navigate unforeseen crises and recover failing projects is no longer a specialized skill but a core leadership competency. This course provides a comprehensive framework for mastering both crisis management and project recovery, treating them as interconnected disciplines essential for organizational survival and growth. We delve into the principles of proactive risk identification, effective crisis communication, and strategic decision-making under pressure. Drawing upon foundational concepts from experts like Norman R. Augustine in his seminal work "Managing the Crisis You Tried to Prevent", this program moves beyond theory. Participants will learn to diagnose the root causes of project distress, implement proven turnaround strategies, and manage stakeholder expectations with confidence. BIG BEN Training Center has designed this immersive experience to equip leaders with the practical tools and strategic mindset needed to transform potential disasters into opportunities for strengthening business continuity and building long-term resilience, ensuring projects are not just salvaged but are set back on a path to success. This training is a critical investment in developing the agility and foresight required to lead effectively through uncertainty and deliver results.

## Target Audience / This training course is suitable for:

- Project Managers and Program Managers.
- Team Leaders and Department Heads.
- Senior Executives and C-Level Leaders.
- Risk and Compliance Officers.
- Operations Managers.
- Business Continuity Planners.
- IT and Technology Project Leaders.
- Consultants specializing in project turnaround and crisis intervention.

## Target Sectors and Industries:

- Information Technology and Telecommunications.
- Construction and Engineering.
- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Manufacturing and Supply Chain.
- Energy and Utilities.
- Governmental Agencies and Public Sector Organizations.
- Consulting and Professional Services.

## Target Organizations Departments:

- Project Management Office (PMO).
- Operations and Production.
- Risk Management and Compliance.
- Information Technology (IT).
- Strategic Planning and Corporate Development.
- Finance and Budgeting.
- Human Resources.
- Communications and Public Relations.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive crisis management plan tailored to their organization.
- Identify early warning signs of project distress and potential crises.
- Implement effective project recovery frameworks and turnaround strategies.
- Master crisis communication techniques for internal and external stakeholders.
- Lead teams effectively under high-pressure and uncertain conditions.
- Conduct thorough root cause analysis of project failures and crises.
- Establish robust business continuity and disaster recovery protocols.
- Utilize post-crisis analysis to foster organizational learning and resilience.
- Enhance decision-making skills during critical incidents.
- Re-plan and re-scope troubled projects to align with strategic objectives.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to real-world challenges. We believe that mastering crisis management and project recovery requires more than theoretical knowledge; it demands practice and critical thinking. The course is built around a blend of expert-led instruction, intensive case study analysis of real corporate crises, and hands-on project recovery simulations. Participants will engage in collaborative group workshops to develop crisis response plans and project turnaround strategies for hypothetical scenarios. Interactive sessions, facilitated discussions, and peer-to-peer feedback are central to the learning process, encouraging the exchange of diverse perspectives and experiences. Practical exercises will focus on developing specific skills such as stakeholder communication, decision-making under pressure, and root cause analysis. Our approach ensures that participants leave not just with notes, but with the confidence and competence to apply these vital skills immediately within their own organizations, transforming learning into tangible performance improvement.

## Course Agenda (Course Units):

### Unit One: Foundations of Crisis and Project Distress

- Defining a crisis versus a problem.
- The lifecycle of a crisis and its impact on projects.
- Identifying the common causes of project failure and distress.
- The critical link between operational crisis and project instability.
- Understanding stakeholder mapping and analysis in a crisis context.
- Early warning signs and indicators of a troubled project.
- Introduction to project recovery and turnaround management.

### Unit Two: Proactive Risk Management and Crisis Prevention

- Developing a proactive risk identification framework.
- Business Impact Analysis (BIA) and its role in planning.
- Creating a robust and actionable crisis management plan.
- Establishing clear roles and responsibilities for the crisis management team.
- Conducting crisis simulations and preparedness drills.
- Techniques for mitigating scope creep and resource constraints.
- Building a culture of risk awareness and transparency.

### Unit Three: Leading Through Crisis and Effective Communication

- The psychology of decision-making under extreme pressure.
- Core principles of effective crisis leadership.
- Developing and executing a crisis communication strategy.
- Managing internal team morale and productivity during a crisis.
- Engaging with media, regulators, and external stakeholders.
- De-escalation techniques and conflict resolution.
- Maintaining command, control, and coordination during an incident.

## Unit Four: The Project Recovery and Turnaround Framework

- Conducting a rapid assessment and health check of a troubled project.
- Step-by-step guide to creating a project recovery plan.
- Techniques for re-scoping, re-planning, and re-budgeting.
- Prioritizing tasks and managing resources in a turnaround situation.
- Negotiating with stakeholders to redefine success criteria.
- Executing the recovery plan and tracking progress with key metrics.
- Managing the transition from recovery back to normal operations.

## Unit Five: Post-Crisis Analysis and Building Organizational Resilience

- Conducting a thorough post-incident review and root cause analysis.
- The "Lessons Learned" process and its implementation.
- Documenting insights to improve future crisis response.
- Strategies for rebuilding trust with stakeholders and team members.
- Integrating crisis management into long-term strategic planning.
- Fostering an organizational culture of continuous improvement and resilience.
- Final capstone exercise: Simulating a full crisis-to-recovery cycle.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can an organization's culture shift from reactive problem-solving to proactive crisis prevention, and what role does leadership play in this transformation?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by holistically integrating the disciplines of crisis management and project recovery, treating them not as separate events but as two sides of the same organizational challenge. While many programs focus on one area, our curriculum is built on the premise that a project in distress is a business crisis and that effective crisis leadership is essential for any successful project turnaround. We move beyond generic templates and theoretical models to focus on the nuanced leadership and communication skills required to navigate high-stakes situations. The methodology emphasizes realistic simulations and in-depth case studies, forcing participants to make critical decisions under pressure and manage complex stakeholder dynamics. Furthermore, the course places a significant emphasis on the post-crisis phase, teaching participants how to institutionalize lessons learned to build genuine, long-term organizational resilience. It is designed not just to teach recovery tactics, but to cultivate a strategic mindset that anticipates risk, leads with confidence through turmoil, and transforms adversity into a catalyst for improvement and stronger governance.