



February 29, 2020 | Marriott Hotel - Karachi | 9:00am - 5:00pm

## Program Overview

Managing a crisis is one of the most difficult situations a business leader will confront. Crisis are generally characterised by rapidly developing, unpredictable situations within ambiguous and often highly emotional information environments. They all have potentially disastrous consequences, both for individuals and the wider organisation. Clearly, it is too late to begin thinking about a system for managing crisis after they have already struck.

This course provides leaders at all levels with a framework for understanding the nature of crisis leadership. It will outline proven crisis-management workflows as well as providing instruction on leading in a virtual crisis-management environment, communicating across complex stakeholder groups and dealing with the potential reputational impacts associated with rapidly emerging social and traditional media stories. High-profile contemporary case studies will be used throughout the course to contextualise and amplify lessons learned.

## FACILITATOR'S PROFILE

**Ben Pronk, DSC** is the Managing Partner of Mettle Global, a premium corporate advisory firm specialising in establishing and developing organisational resilience and preparing companies for the volatility and uncertainty of the contemporary world. Ben has deep leadership experience, as a student, teacher and practitioner. His first career was in the Australian Army, where he served for 24 years with the majority of this time spent within Special Operations. Ben's exemplary leadership skills were recognised with his being awarded a **Distinguished Service Cross (DSC)** for leadership on operations. Ben was also awarded a Special Operations **Commander's commendation for excellence in command, leadership and management.**

Ben is currently an Executive-in-Residence at the University of New South Wales's Australian Graduate School of Management (AGSM), where he has designed, developed and currently teaches a Complex Adaptive Leadership course within Australia's top-ranked MBA program. Ben has also previously served as the Chief Instructor at the Royal Military College, Duntroon. In this role, he was responsible for oversight of the development and delivery of the entire Australian Army All-Corps Officer Training Continuum.

In addition, he is a highly regarded thought leader and sought-after public speaker on the reduction of risk and leadership in high pressure situations. Ben holds a Bachelor of Arts, a Master in Defence Studies (with Distinction) from Kings College, London and a Master of Business Administration (with Distinction, dux of his class) from the University of Western Australia. **Ben has significant experience in the design and conduct of training for Leadership, Crisis, Emergency and Business Continuity Management, and has delivered this training for a wide variety of clients across sectors including mining and resources, aviation, government and not-for-profit.**



# CRISIS LEADERSHIP

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## Program Agenda

- **Introduction to Crisis and their Impacts**
  - An overview of the nature of crisis facing contemporary businesses
  - Case studies of the impacts of such crisis
- **Dealing with Crisis**
  - How do businesses structure for, and deal with crisis – the good, the bad and the ugly!
- **Crisis Leadership**
  - The importance of strong leadership in times of crisis
  - Leadership theories and their applicability to crisis
- **Leadership Presence**
  - Understanding the requirements of your followers – and delivering these!
  - Taking command – instilling confidence in followers in times of crisis
  - Overcoming common leadership impediments such as nervousness and Imposter Syndrome

## Learning Outcomes

Participants in this course will learn skills and enhance their abilities in leading during time-critical and high-pressure situations through the enhancement of critical skills such as:

- **Developing Situational Awareness**
- **Verifying and Qualifying Disparate Information**
- **Clear Prioritisation of Tasks**
- **Leadership Presence in Concurrent Activity**

Indeed, many organisations view crisis training as an excellent 'leadership laboratory' which, in a very short period of time, can develop skills that are extremely useful in a day-to-day leadership context.

## Who Should Attend?

This course is designed for anyone who wants to improve their leadership skills – in times of crisis or otherwise - even if they are not in a formal leadership position! While it is particularly suitable for managers in higher-risk industries such as mining and oil & gas, the nature of the contemporary environment means that Crisis can strike at any time, in any industry! The skills taught during this program are of benefit to employees across all sectors and at all levels within a business.

## INVESTMENT

PKR **35,000** +SST  
Per Participant

**Group Discount is Available**

### Fee Includes:

- 5 Star Hotel Venue for Training
- Course Material
- Certificate of Attendance
- Lunch & Refreshments
- Business Networking
- **Post-Workshop Advisory Services**
- **Octara Loyalty Card\***

\*Entitles card holder to 15% discount on all future Octara Trainings

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### 3 Easy Ways to Register

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✉ register@octara.com 🌐 www.octara.com

## Bring this program In-house at attractive discount

This workshop can be customized to suit specific needs of your organization which may lead to significant savings. Please contact Sarim Atique at sarim.atique@octara.com or call at 0345-8949470



### For Registration & Details:

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