



## Crisis Leadership Workshop

Despite great improvements in crisis prevention and strategic management, serious predicaments can elude even the best laid plans. As a leader in your organization, you must be prepared. This workshop offers invaluable guidance to navigate complex, unanticipated situations.

- Identify emergency situations and assess your own biases under pressure.
- Learn strategies to manage new information effectively and make informed decisions when time is of the essence.
- Discover how to create and lead a crisis team, delegate responsibility and marshal resources quickly and efficiently.



### Plan for and Know How to Respond to the Unexpected

Through case studies, interactive exercises and simulated crises, you will learn to identify your personal strengths in relating to others when facing a threat, and learn to manage relationships before, during and after a crisis. After studying strategic approaches for assessing and tackling high-pressure situations, you will return to your organization with newfound confidence and readiness to handle the unexpected.

#### SKILL IMMERSION

##### COMPETENCIES

- Problem Solving
- Integrity & Honesty
- Partnering
- Political Savvy
- Resilience

##### ACADEMIC CREDIT

2 upper level Baccalaureate or 2 Graduate credits may be available upon completion.

##### DATES & LOCATIONS

March 5–9, 2012

August 20–24, 2012

At the Eastern Management Development Center in Shepherdstown, WV

This training facility is 70 miles from Washington, DC in the Blue Ridge Mountains above the Potomac River.

May 21–25, 2012

At the Western Management Development Center in Aurora, CO

This facility offers a campus-style learning environment convenient to both Denver and the majestic Rocky Mountains.

For information on presenters and day-to-day schedules, please go to [www.leadership.opm.gov](http://www.leadership.opm.gov)

*“There was useful information about the need to anticipate and plan for crises, and techniques for planning well. The use of simulations and mini-exercises was useful for practically reinforcing material.”*

## Register Now for the Crisis Leadership Workshop

This seminar is designed for executives and managers at all organizational levels who want to be prepared for unexpected situations and be confident leaders for their organizations during crises.

By sharing your crisis leadership experience with other Federal leaders during this workshop, you will develop an invaluable cross-agency network of colleagues for ongoing support.

## A Weeklong Exercise in Crisis Leadership and Resilience

- Assess different models of decision-making for appropriate crisis resolution in a wide range of settings and contexts.
- Learn to organize and lead a crisis management team, organize resources and make informed, ethical decisions.
- Explore strategic approaches for managing risk and analyzing information under pressure.
- Develop team-building, development and decision-making abilities for the increased demands of a crisis situation.
- Learn to guard against counterproductive “groupthink” decisions that can emerge when groups are under extreme pressure.
- Identify personal strengths when threatened and learn how to manage relationships with all relevant stakeholders before, during and after a crisis.

*“Better crisis management will improve effectiveness of [the agency’s] mission, staff and myself.”*

### TUITION

\$3,500

Tuition includes materials, meals and lodging.

### LEAD

This seminar meets the executive track requirements of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to [www.leadership.opm.gov/certificates/LEAD/index.aspx](http://www.leadership.opm.gov/certificates/LEAD/index.aspx)

### RECOMMENDED PRIOR COURSES

Team Development Seminars I and II  
Supervisory Development Seminars I and II

### SUGGESTED FOLLOW-ON COURSE

Resiliency Advantage

**For information on presenters and day-to-day schedules, please go to [www.leadership.opm.gov](http://www.leadership.opm.gov)**

## Three Ways to Register

### 1. Register Online at [www.leadership.opm.gov](http://www.leadership.opm.gov)

Initiate course registration with your Government Purchase Card payment, the fastest way to reserve your space. Use your own agency-specific procurement forms. Once we have received your payment, you will receive confirmation within two business days.

### 2. Fax a Registration Form, found in a catalog or online. This form can be used for courses at the Federal Executive Institute or Management Development Centers.

### 3. Contact a Representative Customer Service Office:

Toll Free: 888-676-9632  
Phone: 304-870-8008  
Fax: 304-870-8078  
TDD/TTY 304-870-8066  
Email: [register@opm.gov](mailto:register@opm.gov)



UNITED STATES OFFICE OF  
PERSONNEL MANAGEMENT  
*Great Leaders for Great Government.*  
[www.leadership.opm.gov](http://www.leadership.opm.gov)

### Customer Service Office

888-676-9632 or 304-870-8008  
TDD/TTY: 304-870-8066  
Fax: 304-870-8078  
e-mail: [register@opm.gov](mailto:register@opm.gov)