PwC UK, P&O, WS&C - Leadership & Upskilling

Crisis Leadership How to lead resiliently through disruption

Why is it important?

Leaders are at the heart of an organisation's ability to prepare and respond to a crisis effectively. Yet, in a crisis, day-to-day aspects of leadership become far more complex.

Setting strategy, making decisions and managing a team is all the more challenging when a situation is rapidly unfolding, information is incomplete and internal or external pressures are mounting. Organisations must prepare their leaders to operate in these conditions and strengthen their personal resilience - to ensure all other preparations, such as crisis plans, structures and processes, don't fall away.

When is it most valuable?



Resilient leadership skill development



Improving crisis decision making

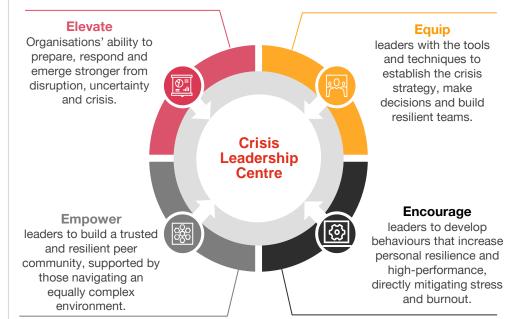


Building resilient team dynamics



Strengthening organisational resilience

Underpinned by the latest academic insights and data, **PwC's Crisis Leadership Centre** helps leaders strengthen their personal resilience to disruption - increasing their ability to lead themselves, their teams and organisation successfully in a crisis:



ExCo Leadership Agenda



Leading Self

Are our leaders aware of their resilience during disruption and crisis?



Crisis strategy and decision making

Do our leaders know how to set long term strategies and make decisions in the face of great uncertainty?



Leading teams through disruption

Do our leaders understand how to navigate challenges to build and lead resilient teams?



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How can we help?

PwC's Crisis Leadership Centre follows a modular approach and offers programmes of varying length.

Our flagship half-day, twoday and five-day programmes are for individuals from different organisations and are run multiple times a year.

We also offer tailored training programmes to management and crisis response teams within organisations, capturing the bespoke industry challenges they will face.

Are you looking to build your leaders' capability to lead in a crisis? Let's chat.



Claudia Van Den Heuvel Director +44 (0)7525 283 080 claudia.d.van.den.heuvel@pwc.com **PwC's Crisis Leadership Centre** offers **five modules**, each focusing on different aspects of crisis leadership before, during and after a crisis. Modules can be tailored and delivered as part of a half-day, two-day or five-day programmes:

Crisis impacts

The psychology of stress and uncertainty

Leading self

Values-driven leadership in a crisis

Leading others

Team dynamics in the face of challenge

Facing uncertainty

Mental resilience and decision making

High performance

Focus and flow in response to challenge

We cover the impact of extreme stress and uncertainty on how leaders think, feel and behave in a crisis.

We then give leaders strategies to **mitigate this impact** using the latest science. We cover the fundamentals of successful crisis leadership.

We understand each individuals' leadership style and how to set values, goals and principles. Team dynamics often change in a crisis and can become a source of conflict.

We help leaders understand how to mitigate this and lead a high-performing team in a crisis. Underpinned by the latest research, we show how decision-making changes under pressure.

We show the way to achieve clarity, make decisions and set long-term strategy.

Using flow science, we teach leaders how to achieve highperformance and mitigate burnout.

We show how to cultivate a long-term, resilient mindset in a crisis.

Psychometric assessment

Immersive and embedded learning throughout Option of 1-1 follow-up coaching

