GLOBAL HORIZON PLUS
TRAINING CENTER



Crisis Management and Decision-Making in Government

Dubai -

29-11-2026

Crisis Management and Decision-Making in Government

Course code: AG325 From: 29-11-2026 Venue: Dubai - Course Fees: 3650 £

Introduction

Governments today face a broad range of crises from public health emergencies and natural disasters to political upheaval and economic shocks. Effective crisis management and decision-making are critical to ensuring stability, safeguarding citizens, and maintaining public trust. This course equips government professionals with the frameworks, tools, and leadership strategies needed to manage crises swiftly, transparently, and decisively.

Course Objectives of Crisis Management and Decision-Making in Government

Upon completing this program, participants will be able to:

- Understand the nature and types of crises in the public sector.
- Apply strategic and operational crisis response frameworks.
- Enhance decision-making under pressure with limited information.
- Communicate effectively during crises to internal and external stakeholders.
- Build organizational resilience and post-crisis recovery plans.

Course Methodology of Crisis Management and Decision-Making in Government

- Lectures and Expert Insights: Leading industry experts will share their insights and best practices.
- Case Studies: Analyze real-world talent acquisition challenges and solutions.
- Group Discussions: Engage in meaningful discussions and share experiences with peers.
- Role-Playing and Simulations: Practice recruitment scenarios to enhance skills.
- Hands-on Workshops: Gain practical experience in using recruitment tools and techniques.

Organizational Impact of Crisis Management and Decision-Making in Government

This training program will have a positive impact on organizations by:

- Strengthened institutional readiness and responsiveness.
- Improved coordination across departments and agencies.
- Enhanced public trust through transparent and timely actions.

- Reduced risk of escalation and long-term damage.
- A culture of resilience and preparedness embedded in governance structures.

Personal Impact of Crisis Management and Decision-Making in Government

Participants will experience personal growth and development, including:

- Greater confidence in leading during high-pressure situations.
- Practical skills in emergency planning and critical thinking.
- Improved communication and media handling capabilities.
- Insight into real-life crisis scenarios and lessons learned.

Who Should Attend

This training program is ideal for:

- Senior government officials and public sector leaders
- Emergency and disaster response coordinators
- Strategic planning and security units
- Policy makers and advisors
- Public information and communications officers

Course Outlines

Day 1

Understanding Crisis in the Government Context

- Types of crises (natural, political, financial, health, security)
- Key principles of public sector crisis management
- Case studies of government crisis successes and failures
- The anatomy of a fast-moving crisis

Day 2

Frameworks for Crisis Response and Coordination

- National and inter-agency crisis management models
- Roles and responsibilities: leadership, communication, operations
- Command and control structures in emergencies
- Establishing crisis units and coordination teams

Day 3

Decision-Making Under Pressure

- Decision-making models in volatile and uncertain environments
- Managing limited or conflicting information
- Scenario planning and rapid assessment tools
- Ethics and accountability during crisis decisions

Day 4

Crisis Communication and Public Messaging

- Communicating with clarity and credibility under pressure
- Media handling and misinformation management
- Stakeholder and community engagement
- Developing a crisis communication strategy

Day 5

Building Resilience and Post-Crisis Recovery

- Institutional learning and debriefing after a crisis
- Business continuity and future preparedness
- Designing crisis simulations and drills
- Strengthening your agency□s crisis readiness